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Nova Scotia

ANNUAL REPORT 14

for the year
ending December 31, 1984

Ombudsman

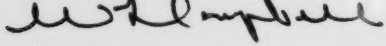
1 March, 1985

The Honourable Arthur R. Donahoe, Q.C.
Speaker
The Legislative Assembly
Province of Nova Scotia

Mr. Speaker:

In accordance with Section 24(1) of the Ombudsman Act, it is my honour to present my Annual Report for the calendar year 1984.

Respectfully submitted,



W. L. Campbell
Ombudsman

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PART I
INTRODUCTION

PART I
INTRODUCTION

GENERAL

There was some increase in numbers of complaints received in 1984, but a more significant increase was experienced in the volume of work required to deal with them. There were far more cases entailing detailed investigation than previously, some of which were non-jurisdictional, but it remains the policy of this office to help wherever possible. Reports from Ombudsmen around the world indicate that almost all follow this same policy. In view of the very small size of our staff, care must be taken to avoid becoming too immersed in non-jurisdictional cases, which are largely federal government and private matters, to the detriment of those pertaining to the administration of provincial and municipal law.

In this report, two non-jurisdictional cases are described at some length. One is an example of a federal matter which I believe is of great human interest and also makes a point illustrating the lack of a federal Ombudsman. The other draws a social problem to our collective attention and conscience, and appears in the form of a letter which speaks eloquently for itself (see Annex).

PROVINCIAL VISITS

Many people prefer to lodge complaints through interview rather than by letter or telephone, but are prohibited by distance. Our office followed the traditional policy of advertising the locations where and when our Investigator would be available for interviews, and in 1984 he was able to hold office in Bridgewater, Liverpool, Shelburne, Yarmouth, Digby, Kentville, Truro, Amherst, Antigonish, Sydney, Inverness and Port Hawkesbury. The Investigator interviewed 130 complainants, and word-of-mouth following the visits brought a good number more. Areas missed, such as the metropolitan part of Pictou County, will be visited early in 1985.

PARTICULAR PROBLEMS

Each year brings a classification of complaints which stands out over previous years' records. The reason for this seeming prominence is the amount of time the office spends working on the complaints, which may not be altogether due to the numbers. In 1984, disputes over the ownership of property featured largely. We have seen a host of hand-written deeds, some 150 years old or more, which no doubt served their purpose adequately for a generation or

two but are faulty instruments today when a few feet of shoreline may be all-important to modern owners. There are also instances where relatively recent neglect and error has given rise to bitter argument, which cannot be blamed on such old deed descriptions as "thence northerly 150 chains to a certain birch stump".

Of the land ownership disputes we became involved with to some extent, a good number were private matters. There were also some concerned with the Departments of Agriculture and Marketing, Lands and Forests, and Transportation; with Municipalities and Courts of Law; and with Federal agencies.

Surveys are certainly necessary to establish boundaries in ownership disputes, and sometimes two surveys carried out independently will not be in agreement. This event certainly does not lead to the resolution of a dispute.

One of our clients was convinced that a piece of land less than two acres in area belonged to her main property which was over 100 acres. She had four surveys done, the first three leaving her unsatisfied and only the fourth meeting her requirements. Her neighbour, also possessing a large acreage, felt that the two acres belonged to him and engaged yet another surveyor, who confirmed his claim. This case went to court where the judge made some pithy comments before ruling in favour of the neighbour. The judge reasoned that the neighbour's surveyor had done his homework better than the lady's surveyor, having spent more time researching deeds.

In another case, our complainants felt that a neighbour was making deliberate attempts to steal their land. His surveyors had entered the complainants' property land and destroyed a large number of apple trees to establish sight-lines. A surveyor worked first for one of the disputants, then the other. The actual property damage was done by two surveyors who were unlicensed, but worked for a licensed firm.

In another case, a married couple had owned a city property for many years. Their next-door neighbour had his lot surveyed, and his surveyor established his boundary stake in the couple's driveway. There was some doubt about the method used to arrive at this boundary, so we contacted the Association of Nova Scotia Land Surveyors on the couple's behalf. After ten months of hastening by telephone and letter, the Association advised that it was not within its mandate to arbitrate on boundary matters, and that it would have to be resolved by surveyors. The Association's letter concluded by suggesting that an independent surveyor be hired to look into the matter. This was an occasion where the Ombudsman's efforts to help earned him

nothing but ill-feeling, although the couple had waited three or four years before lodging their complaint.

There were three cases where houses had been built and occupied for forty years or more, and were then proved by survey to be situated on the wrong lots. In these examples, the problems were not revealed until the houses came up for sale by elderly owners no longer able to live in them. Their distress at the sudden news is understandable considering the looming prospects of litigation.

The only real arbiters in land ownership disputes are the courts of law, which are usually heavily burdened with other civil and criminal cases. Our experience leads us to believe there should be a special agency to consider land title problems.

PART II
EXAMPLES OF COMPLAINTS

PART II
EXAMPLES OF COMPLAINTS

AGRICULTURE AND MARKETING

Marshland Ownership

The complainant said that he had inherited 19 acres of marshland, but that about three years ago the government had expropriated the property without compensation and leased it out to neighbouring farmers. He had heard that other owners had received $300.00 per acre.

We wrote to the Nova Scotia Farm Loan Board and received a prompt reply from the Director. The Board had purchased all available marshlands in the area in the 1970's, to consolidate small lots and to provide for more efficient drainage, access and usage program. Expropriation subsequently had taken place to clear title and to cover small lots where no owner had come forward after extensive advertising. The Board was rather puzzled that the complainant had made no contact over the years, but expressed willingness to deal with the situation even though time limitations had long since expired.

After some delay we were able to obtain copies of the documents whereby the land had been deeded. The Farm Loan Board instigated a title search which indicated that our client did have clear ownership. The Board expressed willingness to pay for the acreage, and all was well. Still unexplained was the reason for the delay of several years.

CIVIL SERVICE COMMISSION

Lack of Information

Two clerical employees, members of the Nova Scotia Government Employees Union were working at a hospital administered by the Province of Nova Scotia, and had resigned their positions. One was having problems with day-care for her children and the other had lost a baby. One had resigned June 15, 1984, and the other June 8. On June 21, 1984, a new contract was signed giving pay increases retroactive to the date of expiry of the former contract, December 23, 1983. The two employees were informed that they were entitled to no part of the retroactive increase which covered more than five months before their resignations.

We first checked with officers of the NSGEU, who said that they had put up similar cases on several occasions. The only one to win was a profes-

sional category which had used the threat of strike action.

The position of the Civil Service Commission was that eight other contracts were signed during the same time frame as the professional category mentioned above, but that it was the only one to win the concession of retroactivity for employees who had resigned or terminated for other reasons. All current revised collective agreements contained the following provision:

> "Unless otherwise stipulated in this Agreement, revisions to the Articles of the Agreement shall be effective from the date of signing of this Agreement,"

The interpretation of this provision might well escape a great many employees. It means that until an agreement has been signed, none of the changes, including wages, comes into effect until the date of signing. Employees leaving before that date are paid the wages and benefits to which they are entitled under the collective agreement that exists on the date of termination.

No doubt this application of the provision would hold firm against legal argument. However, its effect does not seem to be made clear to employees, nor are they at all aware of when a new collective agreement might be signed. Both complainants said that they could have managed to stay for the few working days involved had they known that agreement was imminent and had they been told the financial implications. The bargaining process often occupies several months between expiry of a contract and the signing of a new one. It seems that the information is spread mainly by word of mouth, and those employees with jobs in small sections out of the mainstream are unlikely to get the word. The other significant aspect of the process is that an employment category with more cohesion and "clout" can win its way.

COURTS OF LAW

Wage Garnishment

A young man whose wages were under garnishment for child support complained that his receipt from the Family Court Enforcement Section was in an amount $240.00 lower than it should be. This would affect his income tax return, and was wrong since he knew exactly his income for the taxation year, and the amount which had been paid into Family Court by his employer.

Overlaps at the end of a calendar year are quite common. The employer had duly made the deduction for the last pay period in December, but the

cheque had been received by the Family Court in January. Receipts for income tax purposes must cover the period January 1 to December 31. We had to advise the young man that all the monies garnished were credited to his account, but the $240.00 would not help him until the following taxation year.

FEDERAL

A Sad Case of a Brick Wall

It is by no means certain that a Parliamentary Ombudsman at the federal level could have helped this complainant any more than this office was able to do. Although the view taken by the Department of National Defence was no doubt observant of legalities, we feel that natural justice was not done.

A man came to the office in early April with a story much out of the ordinary. In June 1942 he was ten years old and living on his parents' farm in the community of Kemptown, Colchester County, Nova Scotia. About 40 kilometres to the west is Camp Debert, which at the time was a large military centre for army and air training. There were several thousand army troops stationed there at any one time, many of them engaged in field manoeuvres before embarking for overseas destinations. These exercises could not be carried out within the confines of Camp Debert. Simulated battles took place in areas some distance from camp, involving the use of various types of ammunition and explosives primarily designed to produce the noise of the real article. One of these was the Thunderflash, much like a very large firecracker and containing a charge heavy enough to earn the respect accorded a stun grenade. (This background is included as a result of my personal experience). The Thunderflash was later eliminated as a training device because it caused too many injuries.

During a night in June 1942, some soldiers occupied a position on the family farm and apparently were attacked by the designated "enemy", with much noise of battle. By daylight all the soldiers had departed, and the boy went to examine the site. He picked up a Thunderflash which exploded in his right hand, blowing it off at the wrist.

Now aged 52, the client said that he received a pension from Ottawa of $34.00 per quarter for the loss of his hand. He had worked all his life and made a fair income until recently, but was now crippled with arthritis and other ailments. He had spoken with lawyers from time to time, who had tried to help without success.

We wrote the story to the Minister of National Defence. DND did not have much record of the case, and telephoned for further information which we secured and provided. The quarterly cheque was issued by Employment and Immigration. The Minister acknowledged our letter over his personal signature, and we had every hope of seeing our client's pension adjusted to a figure more in line with pensions of today.

While waiting for the Minister's reply we were contacted by members of a law firm who had a strong compassionate interest in the outcome of our efforts. We assured them that we had every hope of a favourable answer. At the end of July we received the Minister's letter with the results of the Department's investigation.

The Minister said that the records indicated that some time after the accident the parents submitted a claim on behalf of their son. At that time they sought yearly payments of $350.00 from age 15 to 19 and $200.00 from 19 to 60. The claim was settled by the purchase of a life annuity from the Government Annuities Branch, Department of Labour. This annuity provided for quarterly payments commencing in January 1945 and continuing for life. At the present time, that payment was $34.90 per quarter. As the payments that had been made over the past 39 years were the proceeds of a claim that legally had been settled many years ago, the Minister said that we would appreciate that it would not be appropriate for him to disturb this long-standing settlement by reopening the case at this time. The Minister regretted that his reply could not be more favourable, and thanked us for our interest and patience in the matter.

This appeared to be the end of the line, but after the formation of a new government it seemed worth while to try again. We sent the story along in October, and received a reply at the end of November. An assistant to the Minister said that, to accommodate the wish for yearly payments rather than one lump sum settlement, the money that would have constituted the lump sum was put into the annuity. The annuity payments were not, in the normal sense, a pension subject to periodic reassessment depending on the degree of disability. Rather, they were quarterly payments as the result of a legal claim made many years ago. In the same way that it would not be appropriate to now disturb the long-standing settlement had the claim initially been settled by a single payment, it would not be appropriate to disturb an agreed settlement that resulted in periodic payments.

The letter went on to say that payment from annuity contracts under the Government Annuities Act can only be increased by an Act of Parliament. When Parliament last considered this in 1983, it decided not to

increase such payments. The assistant regretted that his reply could not be more favourable, and thanked us for bringing the matter to the Department's attention.

Although the second letter threw a little more light on the reasons behind the decision, the answer was the same. Regretfully we had to give up the case, and had to so advise our lawyer friends. A provincial Ombudsman does not have investigative powers in federal matters and must rely on the courtesy of federal officials. The courtesy was extended in this case, but the end result was disappointing for all. We still feel that the loss of a hand by a 10-year old boy, curious about the activities of soldiers on his home farm, is worth more than $11.63 per month.

FINANCE

Paraplegic Driver

A professional gentleman had lived in Canada as a landed immigrant for five years, then returned to his country of birth for a three-year stay. He then decided to return to Canada, again as a landed immigrant. The cost of bringing back a car which he had purchased in Canada was prohibitive, and to avoid this he sold the car in his home country. For the same amount he purchased a used car in New York, which was his port of entry to North America, and drove it to Nova Scotia. While attempting to register the car in Nova Scotia, he was advised that he would have to pay $500.00 for provincial tax.

It is indeed difficult to bring a car into Nova Scotia without paying the 10% Health Services Tax, and we receive occasional complaints in this regard. Our client had paid the $500.00 but felt unfairly treated. There seemed little to tell him, but in the course of our telephone conversation he mentioned casually that he was paraplegic.

Section 40(2) of the Health Services Tax Act through regulation provides for rebate of tax to a person who "is subject to a physiological defect or deficiency which deprives him of the use of both his lower limbs", with some accompanying criteria.

The client was not aware of this provision, and had not made mention of it in protesting the tax. When the Provincial Tax Commission was satisfied that he met the requirements, he was refunded his $500.00.

FISHERIES (N.S.)

Seized Boat

A fisherman whose boat had been arrested by the Fisheries Loan Board felt that he had been treated unfairly and inequitably. His loan payments were in arrears by almost two years, which he largely blamed on federal fishing restrictions and general market conditions. He said he had offered the Board $1000.00 per month and 30% of the catch. He was in danger of losing his home and his five crew members would be unemployed. He knew of other fishermen who had made less effort to repay their loans, but had not had their vessels seized.

Considerable investigation revealed that the fisherman's financial position was rather worse than he had told us. In an effort to help him keep his boat, the Fisheries Loan Board had paid the necessary insurance for two years. The federally-imposed restrictions were the same as all other fishermen worked within. He had a large mortgage on his home, owed a fish buyer another large sum, another to a bank, and several thousand to Revenue Canada. He made fewer fishing trips than others did, did not always accompany the boat himself, and usually had a crew of two rather than five. It was reported that the boat had been involved in illegal activities in another province.

There appeared to be no possibility of this fisherman being able to meet his commitments, although the boat loan carried a low rate of interest and deadline for its sale had been extended. The Board will only seize a vessel as a last resort, and in this case the sale would not nearly realize the amount of outstanding loan principal. The actions of the Fisheries Loan Board could not be criticized.

HOUSING

Delayed Payment

A builder complained of lengthy delay in final payment for housing units he had built under contract for the Nova Scotia Department of Housing. As is customary, there was a holdback of a percentage of the total for a stipulated period, in this case 50 days, to cover costs of any defects or liens which might become evident after handover of the units. The holdback was a considerable sum, sufficient to cause the builder difficulty in paying his sub-contractors after the 50-day period had passed. The builder calculated that his actual receipt of the holdback money was 130 days after handover

of the houses rather than 50 days. He sought interest on the difference.

There seemed to be no reasonable explanation for the delay. There was ample record of the hastening done by the builder without much result. Although the Department does not normally pay interest on overdue accounts, they agreed to do so in this case and the builder was satisfied.

HOUSING

Cramped Quarters

We have always found the Department of Housing most responsive to the problems we present them from time to time, usually finding a way to assist the most difficult cases.

A couple came to our office seeking assistance with their housing needs. They had four young daughters, the youngest being severely handicapped. The man had given up a steady job at a location about 200 miles from the Halifax/Dartmouth metropolitan area, and moved with his family to be near the metropolitan area where his daughter could receive the treatment and schooling she needed.

The couple bought a plot of land, built the foundation for a house with a driveway, and had a well drilled, so had about $20,000.00 in property on which they owed $13,000.00. Meanwhile the family lived in a small hut which had been a roadside canteen. The husband was on an employment-sponsored course and the family received some social assistance for a total annual income of $12,000.00. They had tried for assistance from a delivery group of the Canada Mortgage and Housing Corporation Residential Rehabilitation Assistance Program, but could only get an offer of help in making the 9' × 12' hut more habitable.

Although no federal or provincial programs appeared to fit the situation, we wrote the story to the Nova Scotia Minister of Housing. The Department investigated, and confirmed that, although the need was great, the case could not qualify for any program other than emergency repair. However, at about the same time CMHC agreed to provide a quite substantial loan, one half of it forgiveable. This would serve to make the existing foundation into a dwelling, after which it would probably qualify for provincial assistance. This was a laudable example of cooperation and application of regulations to resolve a major family problem.

LABOUR AND MANPOWER

Tradesmen's Examinations

The complainant had applied for a certificate in the steamfitter/pipefitter trade, passed the examination with a score of 71%, and was issued a provincial certificate. He had understood that achievement of a score of 70% or better would earn him an interprovincial certificate, but to his disappointment the one received was limited to work within Nova Scotia.

Upon query, the Supervisor of Apprenticeship and Tradesmen's Qualifications explained the system in use. A person eligible to attempt a Provincial Journeyman examination could upon application write an Interprovincial Examination, and upon achieving a mark of not less than 70% be awarded a provincial certificate affixed with the interprovincial seal. A mark of between 60% and 69% would qualify him for a provincial certificate only.

The application form did not contain the above information and it is questionable just how the candidates would be made aware of it. As a result of the confusion, the application form was revised to make the policy clear for future examinees.

Meanwhile, the complainant wrote another examination and was awarded his interprovincial certificate.

MUNICIPAL AFFAIRS

Denied Assessment Appeal

A couple rented premises in an old city building where they set up a studio to produce coloured glass works. They operated as a partnership, with one partner tending to handle all the paperwork connected with the enterprise. During a three-week absence of this partner, an assessment notice for business occupancy was received in the mail but was not opened by the other half of the partnership and in fact was overlooked for a further two weeks.

The partnership had heretofore been enjoying relative freedom from taxation on the grounds that it was a non-profit cultural organization. The Assessment Act specifies that an appeal must be lodged within 21 days of receipt of the assessment notice. Section 98 of the Act provides that if any person can show within 60 days that he has been prevented by absence, illness or other sufficient cause from appealing his assessment or duly

prosecuting his appeal, the Assessment Appeal Court may grant a hearing.

The partner who had been absent filed an appeal within the 60-day period, but a hearing was refused on the grounds that the notice had been addressed to the partnership, that one partner was there to receive it, and it was not sufficient cause that she did not handle paperwork and therefore failed to open it.

Certainly the enterprise did not bring in much money. We felt that an appeal might have succeeded in obtaining some reduction of assessment. However, our representations to the Chairman of the Assessment Appeal Court were not accepted, and the assessment remained as it was. The Act had been administered properly, if over-zealously.

MUNICIPALITIES

Assessment and Taxation - 1

When protesting against the amount of a municipal tax bill, most people see the municipality as the sole villain since the bill is received from that source. Many fail to realize that the bill stems from two distinct factors - the property assessment made by the Province and the tax rate levied by the municipality, which is based on the total of the whole assessment roll. There are other circumstances contributing to the rate, but these are the two main components resulting in the figures on the tax bill.

Our office worked on this case for more than a year, from November 1983 to the end of 1984. It was a complex case involving the two levels of government, which were inclined to point the finger of blame at each other.

A church hall in a rural community had been exempt from taxation for many years, as is most church property. The church had not used the hall for income purposes, and was generous with its use for community purposes. For the 1981 taxation year it somehow got assessed as taxable, and later the church received a tax bill.

Section 1(a) or the Assessment Act defines assessable property and includes "buildings and structures erected or placed upon, in, over, under or affixed to land" ... The Section also lists certain exclusions from assessment. Section 3(1) of the Act is headed "The following property is exempt from taxation under this Act". It is a lengthy list, and includes church halls the use of which does not produce income in excess of $100.00 per annum. The Board of Stewards of the church had presented accounts to prove that the

$100.00 limit was never exceeded.

The church appealed the 1981 assessment, and apparently won its case. However, there was no recorded decision, and the hall remained on the assessment roll as taxable. The church paid the taxes under protest, and again received a tax bill for 1982. Since negotiations were still under way for 1981 the church did not appeal this one. In the interval, the assessor had left the province and the chairman of the appeal court was no longer in that position.

The Department of Municipal Affairs now took the rather unusual step of rescheduling the unrecorded 1981 appeal, which was heard in mid-1983. The municipality was not given notice of the hearing. The appeal court rules that the church hall was exempt from taxation for 1981, but no appeal having been filed for 1982 did not rule for that year. The municipality acknowledged that it should refund the 1981 taxes, but maintained that it was still owed those for 1982. It offered to balance off one year against the other, which was quite unacceptable to the church.

The Assessment Act with its forms and schedules is well over 100 pages in length, and requires close reading. Some confusion seems to come about through the terms "exempt from taxation" and "exempt from assessment". We checked with several directors of regional assessment to learn how they handled the recording of tax-exempt properties. They said that such properties were indeed assessed, and these included churches and their halls, but were shown on the assessment rolls as exempt from taxation if they met the criteria. This is the common practice in all the assessment regions, including the region containing the church hall.

Since the assessor who had shown the hall as taxable for 1981 was no longer available, it was difficult to trace just how this all started. The best information we could find was to the effect that the assessment office had sent questionnaires to all previously exempt property administrators, which had to be answered to preserve their exempt status. Whoever had answered for the church hall had shown income including envelope and plate donations, resulting in a figure far in excess of the $100.00 minimum. The roll then showed the hall as taxable. The appeal decision was never recorded and never reached the municipality, and three years were spent in negotiation, argument and accusation.

The provincial assessment offices were fully convinced that the hall should never have been assessed as taxable, but had no easy way of adjusting the roll. The church thought that no appeal was necessary in 1982 while 1981 was still under negotiation. Meanwhile tax bills kept rolling off the printer,

and the municipality refused to stop them. It was an adversary situation with nobody willing to yield.

The municipal council finally heard and debated the case in December 1984, which the local press reported as argued on "moral, logical, legal, economic and humanitarian grounds". Council voted to refund the 1981 taxes and strike the 1982 assessment from the roll, so the case was resolved. The church had said that it would contribute the refund to overseas relief work, which it did.

Our office received a pleasing letter after the resolution of this case. We think that had there been more cooperative attitudes early in the game, matters would never had reached the stage they did.

MUNICIPALITIES

Assessment and Taxation - 2

A married couple living in one municipality owned a block of woodland in another. Through an error which was acknowledged by the assessor, a cottage on an adjacent property was assessed as belonging to the woodland owners. This was not noticed by the couple in time to make the deadline for appeal, and the cottage appeared on their tax bill.

Municipal councils have the authority to correct gross and manifest error in assessment through forgiveness or refund. The couple sent an affidavit to the council of the municipality in which the property was located, denying ownership of the cottage and requesting relief. The request was denied without explanation. The couple then approached the council of their home municipality, which sent a letter on their behalf to the other council. That council directed their clerk/treasurer to reply to the effect that interference in their business was not appreciated. The tone of both councils' letters was somewhat less than diplomatic.

At this point the couple approached our investigator while he was hearing complaints in their home municipality. His letter to the council levying the tax was apparently not considered as interference in their business, since at their next meeting they decided to write off the tax on the cottage and so advised our office.

MUNICIPALITIES

Drilling and Digging

A married couple built a seaside home in an area where a well and onsite sewage disposal system were required. A man was engaged to dig a well, rather than drill one, since digging was said to be preferable in their locality. However, when the building permit was received by the couple, it showed a drilled well to be sited as marked on a sketch. The couple did not question this, but dismissed the digger and engaged a driller who carried out the work as directed. The water easily met the bacteria count standards, but when the couple moved into the new home they discovered that the water was salty. Extensive testing proved that there was no hope of the well ever providing anything but salty water.

The couple felt they had been misled, and wanted to know whether they could recover the $3,500.00 spent on the drilled well and deep-water pump. They were especially aggrieved when told by an environment official that a drilled well should never have been installed on the property, as it was too close to the sea and the land was too low.

We traced the history of the well through the municipality and the Department of Health. The Application for Building Permit signed by the wife showed the proposed water supply as coming from a dug well. The Health Department application for an onsite sewage disposal system was signed some ten months later, this time by the husband, and it showed a drilled well. This found its way onto the permit which was shortly issued complete with sketch.

Both the municipal building inspector and the Health Department representative stated that they never made arbitrary decisions in these matters, but worked in full consultation with the applicants. In this case, consultation had been obviously lacking between the two applicants themselves, and with the officials involved. There were no grounds for recommending compensation.

NOVA SCOTIA POWER CORPORATION

Paid But Unpaid

The complainant called to say that the Power Corporation had threatened to terminate service until arrears were paid. He said that he had paid the money at the office of a Credit Union which was a designated payment agency

for power bills in his area, but the Corporation denied having received it. In fact, about eight months had elapsed. He said that he had contacted the Power Corporation and the Credit Union on several occasions.

The mixup seems to have been caused by a rather strange lack of communication. The Credit Union acknowledged having received the payment, but had no electric service account number and therefore could not send it to the Power Corporation. The Credit Union claimed to have requested this information several times from the complainant, but received no response.

However, at long last the Power Corporation arranged with the Credit Union for transfer of the money, with or without an account number, and electric service was continued.

PRIVATE MATTERS

Dirty Boats

The many types of vessels described as sailing-boats and yachts tend to suggest an image of affluence, but most owners will say this is not the case. They would rather forego other forms of recreation and pleasure, putting their work and any spare money into the boat.

A spill of oil from a ship unloading in harbour had been quickly contained and cleaned up, but not before it had drifted downwind into a sailing club anchorage where it fouled the hulls, sails and equipment of a number of small craft. Marine surveyors had promptly assessed the damage, but during the next eleven months the owners could obtain little information on any progress towards settlement of their claims.

The case was quite complicated in that it involved German ship owners, British insurers, Canadian and American agents, and numerous small boat owners. Delay in settlement was understandable, but we did receive the following letter:

July 9, 1984

Office of the Ombudsman
P.O. Box 2152
5161 George Street
Halifax, N.S.
B3J 3B7

Dear Sir:

This will refer to your file No: 70-83 and my complaint that the local representative of an international shipping company involved in a 1983 harbour oil spill was not responding adequately to my claims.

As you indicated in your letter of 22 June 1984, a letter from Mr. --- was received and presented a far more complete response than had ever been offered before, and even suggested that a settlement offer was in the near future.

There is no doubt in my mind that the letter was triggered by the interest of the Ombudsman and was not the natural result of "international negotiations". I would like to thank the Ombudsman and his staff for their support.

Thank you,

PRIVATE MATTERS

Income Tax Discount

A married couple took their documents to a firm which specializes in the preparation of income tax returns. The firm also discounts those returns for which entitlement to a refund from Revenue Canada is calculated. In effect, the firm buys the rights to the refund, paying immediately. By both Federal and Nova Scotia law, cash maximum chargeable for this service is 15% of the calculated refund.

Most people opting for discount do so because they need the money right away. In our clients' case, the wife had worked for part of the year, had a refund of several hundred dollars due, and received 85% of it in cash. The husband's refund was calculated to be $1650.00 and he received 85% of his sum.

The calculations done for the wife were correct, and confirmed by Revenue Canada. The firm received the refund in the total amount claimed, which concluded that arrangement satisfactorily, but the husband's experience was not quite so happy. He received notice that his refund had been overestimated, and a further notice from the firm demanding $1,059.00. This was an unexpected blow to a family which had needed the money in the first place and of course had spent it.

Examination of the return revealed some very glaring errors, difficult to understand because so easily spotted. It is known that such firms hire inexperienced help during the high season of income tax returns, but supposedly the returns are vetted.

We wrote to the firm, pointing out the gross errors while acknowledging that the conditional agreement signed by the clients does give the discounter a large measure of protection. The manager replied admitting the error, which was very unusual, and apologized. However, he said, the clients still owed $1,059.00 and he preferred to make payment arrangements directly with them.

Nova Scotia's Consumer Protection Act regulates the activities of discounters, but does not provide for the likelihood of gross error. We wrote the details of the case to the Director, Consumer Services Division, who commenced negotiations with the firm. After lodging some objections, the manager agreed to waive the claim in "the interests of customer satisfaction". The clients were pleased to be advised of this decision, particularly as they had just received a notice from a collection agency.

PRIVATE MATTERS

A Broken Home

A sergeant of the Canadian Armed Forces and his wife lived in their mobile home near an armed forces base in British Columbia. When the sergeant was posted to a base in Nova Scotia, he arranged for the move of his mobile home by engaging the services of a towing company, while he and his wife drove to Nova Scotia. The mobile home was in two sections, one of which slid off an icy mountain road at Golden, British Columbia and was shattered. The remaining section was towed back and held at Nanaimo.

Six months passed while the sergeant and his wife lived in temporary accommodation near the new base. He had engaged a Nova Scotia lawyer who negotiated directly with the towing company and lawyers in British Columbia without success. The sergeant had acquired a new site for the home, and whenever it seemed that the remaining section might be on its way something happened to prevent it. There was trouble with the towing contract, on which $14,000.00 had been paid by the sergeant, and trouble with the insurance. Several lawyers were involved in British Columbia. The accident was in December 1983. The sergeant came to my office in August 1984.

In private matters, Ombudsmen must move with caution, especially when

the client already has a lawyer. I called the lawyer to ascertain whether he was willing that I should try to help, which he was. I then wrote the story to the Ombudsman for British Columbia who directed an able assistant to look into the matter. This lady found out a great deal in a very short time, and was able to initiate a meeting of the four lawyers for the first time. As things were finally moving and settlement appeared imminent, we withdrew from involvement in this private matter with the agreement of the client and his lawyer.

PRIVATE MATTERS

Minimum Fuel Delivery

A widow, aged 75 years and living on basic pensions complained about the delivery of stove oil on which she depended for heat. She had a tank with a capacity of only 45 gallons, and had been served notice by the oil supply company that henceforth minimum delivery would be 90 gallons. Any lesser amount would require 48 hours notice and a delivery charge of $8.50 extra to the price of the oil.

We referred this case to the Consumer Services Division, Department of Consumer Affairs. Arrangements were made with the oil company whereby the Credit Manager visited the complainant, and in view of the circumstances made certain concessions. A second tank would be installed at a cost of $10.00, equalized payments would be allowed, and there would be no delivery charge for amounts less than 90 gallons. This seemed a reasonable compromise, and the lady accepted it although with some reluctance since she would have preferred to have things remain as they were.

On the same date that we received this information, the lady called to report that she had found another company that would fill her 45 gallon drum without a delivery charge.

SOCIAL SERVICES

Saleable Assets

A lady whose husband was in prison was receiving some municipal social assistance. She had applied for Provincial Family Benefits, which in most cases is on a higher payment scale than municipalities offer. She had been turned down on the grounds that she possessed saleable assets in excess of $2,500.00.

The client told our office that the only saleable assets consisted of two rather old vehicles owned by her husband. She said that the two vehicles were used by her husband to earn the family's livelihood, since before his incarceration he was a self-employed upholsterer. The vehicles were his means of pick-up and delivery. They would be needed again when he was released from prison.

We passed this information to the Department of Social Services. Meanwhile she had been advised by municipal social services to list the vehicles for sale.

Somehow the Department had not been informed of the reason for not selling the assets until they received a letter from our office. The case was quickly reviewed and the lady was granted her Family Benefits.

SOCIAL SERVICES

Same Names

The complainant had an unusual problem. A Family Court in Alberta had collected on her behalf $1200.00 for arrears in child support from the estranged father, and had sent a cheque for that amount to a Family Court in a Nova Scotia town. That court had sent the cheque to another court in the metropolitan area. For reasons which were never made clear to us, this third court had sent the cheque to a lady of the same name as our client, although it is by no means a name frequently heard. The second lady, who was in much the same circumstances as our client but lived in British Columbia, cashed the cheque. Meanwhile the $1200.00 had been charged against our client's Family Benefits account in Nova Scotia. It appeared that the paperwork had been faultless but for the fact that our complainant had no money.

Fortunately this did not take long to remedy. We were advised that British Columbia had reduced their assistance payments to the lady there, Nova Scotia would pay the money to our client by way of Family Benefits, and then attempt to recover from British Columbia. On the same day we received this information the client called to say she had got her cheque.

TRANSPORTATION

License and Registration

The Nova Scotia Motor Vehicle Act Section 255(1) defines a newly licensed driver under several categories. One of these categories is described in

255(1)(a)(iii) as "has held a driver's license for a period of less than four years after he held a beginners class driver's license or after the restoration of his driver's license ...". If a newly licensed driver accumulates six points on his record of offenses, his license is suspended. The driver who has held his license for four years can chalk up ten points for similar offenses before having his license suspended. Speed in excess of limits results in four points for all drivers, so the newly licensed driver can afford to do this only once.

A lady complained on behalf of her son-in-law. His license had been suspended because the Registry of Motor Vehicles classified him as a newly licensed driver and he had received two speeding convictions. His mother-in-law maintained that he had held a license since 1978 when he was 16 years old, and was incorrectly recorded by the computer. She added in a subsequent call that he had had a car registered in his name in 1978 and again in 1979.

Our inquiries to the Registry of Motor Vehicles revealed that in May 1980 the young man had applied for a beginners license and was granted a regular license in November of the same year. There was no record of his ever having held any license before that time, although there was a record of a car registered in his name in 1978.

Our investigator was finally able to speak directly with the aggrieved driver, who accused the Registry of Motor Vehicles of incompetence and stupidity among other qualities. When asked why he would apply for a beginners license in 1980 if he already held a valid license, he simply did not answer. We suggested that he swear an affidavit to the effect that he had been licensed to drive since 1978, and he promised to send this in immediately.

After two weeks the affidavit never arrived, and we advised the complainant that unless the affidavit was received we could no longer continue the investigation. It never did arrive.

This may not have been a deliberate attempt to mislead. The benevolent view is that it was confusion between what is a vehicle registration and what is a driver's license.

TRANSPORTATION

Right-of-Way Trouble

Disputes involving ownership of land are seldom resolved without recourse to the courts. This was an unusual case, and was not an actual complaint

against the Department of Transportation but was eventually settled through the efforts of the Regional Manager.

The son of a retired couple approached us on his parents' behalf. Several years ago, the Department of Transportation had relinquished an old right-of-way to a gravel pit, having no further need of either. The couple needed a site for a mobile home, and after consultation with local Department officials sought the agreement of adjacent landowners to their occupying the property. Written agreements were obtained, and the couple moved onto the property. After ten years or so, the mobile home had been augmented with a garage, several outbuildings, a well, septic field and other developments including a paved driveway and yard.

Recently the couple had applied for an improvement grant, and found that it could not be secured without proof of ownership in the form of a deed. This entailed a survey, which was done. During the course of the survey, deeds to adjoining properties had to be examined for reference points, and at this stage the troubles started. One of the adjacent landowners had died, leaving the land to his son, and the son refused to forego all claim to the old right-of-way.

At our request the Department of Transportation Regional Manager undertook the task of correcting this situation. After several months of persistent negotiations, an Order-in-Council was passed, eliminating public use of the old right-of-way and providing for its conveyance to our clients. Needless to say, there were thanks all round.

PART III
SUMMARY OF COMPLAINTS

DEPARTMENT: AGRICULTURE AND MARKETING

Number	Summary of Complaint	Result
2-1	Complainant alleges Farm Loan Board expropriated some of his property and never reimbursed him	Resolved
2-2	Allege they did not receive a clear title to the land they bought at a tax sale	Assistance Rendered
2-3	Term employee with Department of Agriculture and Marketing for last four years complains he is not rehired this year	Resolved
2-4	Wants compensation for poor advice received which allegedly led to the ruination of his land	Under Investigation

DEPARTMENT: ATTORNEY GENERAL

Number	Summary of Complaint	Result
4-1	Complainant was charged, pleaded guilty and subsequently fined for obstructing a surveyor; two years later he is being pressed to pay $4,500. to cover damages to the surveyor's instrument	Assistance Rendered
4-2	Complainant unhappy with clumsy manner in which legal matter is being handled	Unsupported
4-3	Crown appealed case to County Court and lost; complaint Crown will not be appealing to Supreme Court	Assistance Rendered
4-4	Question - does a person's will have to go through Probate Court?	Assistance Rendered
4-5	Query about whether it is necessary that his mother-in-law file her deceased husband's will in Probate Court	Assistance Rendered
4-6	Feels the Provincial Government is not pulling its weight in the matter of alleged mistrial in another country	Declined
4-7	Inmate at correctional centre having difficulties getting representation for his appeal	Assistance Rendered

4-8	Complains about cost of $54.00 on motorcycle policy for disability insurance, since he already pays $13.00 for car and is covered also by group policy at work	Unsupported
4-9	Enquiry regarding conditions suffered by her husband who is incarcerated	Unsupported
4-10	Complaint no judicial enquiry has been held concerning his nine year old son's accident where he suffered eye loss	Under Investigation
4-11	Man on probation complains he cannot go to convention as he must stay within jurisdiction	Discontinued (Client)
4-12	Inmate complains about reading of prisoners' outgoing mail	Unsupported
4-13	Complains lawyer from Legal Aid was going to represent him, but suddenly decided not to	Assistance Rendered
4-14	Alleges a drunk driving charge is being "covered up" and not being taken to court	Declined
4-15	Complaint relating to the actions of a Crown attorney	Declined
4-16	Complainant feels cost of changing his company's originally approved name should be incurred by the Registrar of Joint Stock Companies as they made the error	Assistance Rendered
4-17	Has filed suit against Department of Consumer Affairs on grounds low allowable rents forced him into receivership	Declined
4-18	Complains of error by Registry of Joint Stock Companies in name search for registration of his new business	Resolved
4-19	Complainant feels he was unjustly dismissed from his job as Deputy Sheriff	Unsupported

DEPARTMENT: CIVIL SERVICE COMMISSION

Number	Summary of Complaint	Result
8-1	Complains she is not eligible for retroactive pay after signing of new contract by union; she resigned one week before signing of the contract	Under Investigation

DEPARTMENT: CONSUMER AFFAIRS

Number	Summary of Complaint	Result
12-1	Tenancies Board ruled because the complainant had a boarder in his apartment, he is classified as a landlord; Social Services therefore assessed the complainant with a large overpayment as a result of this arrangement	Declined
12-2	Feels unfairly treated in rent allowed by Commission.	Assistance Rendered
12-3	Has waited five months for Consumer Affairs to issue real estate license	Assistance Rendered
12-4	Complains Department of Consumer Affairs not responding to several letters	Assistance Rendered
12-5	Complains about raise in rent and no response from Rent Review Commission	Assistance Rendered
12-6	Unhappy with a decision made by the Tenancies Board	Discontinued (Ombudsman)
12-7	Complainant feels she was not given a fair hearing	Declined
12-8	Complainant unhappy with the way Consumer Affairs dealt with her problem with a car company	Assistance Rendered
12-9	Complainant not satisfied with decision of Tenancies Board	Assistance Rendered
12-10	Complainant being evicted because of a letter written by a Tenancies Board officer	Discontinued (Ombudsman)
12-11	Complainant concerned over length of	

	time it is taking to have her case heard by the Tenancies Board	Resolved
12-12	Landlord alleges he did not realize information regarding raising of rents had to be submitted to Rent Review Appeal Board 72 hours in advance; complains there is no further avenue of appeal	Assistance Rendered
12-13	Complainant's friend is being given "run around" by a Rent Review officer; discrepancy over the rent she pays and the authorized rent	Discontinued (Client)
12-14	Building is being razed; complains he has received no reply to his enquiry to Tenancies Board	Resolved

DEPARTMENT: COURTS OF LAW

Number	Summary of Complaint	Result
16-1	Complaint concerning wrongful apprehension of his child and subsequent legal costs	Resolved
16-2	Complaint County Court upheld Family Court's decision that custody of son be awarded to the father	Assistance Rendered
16-3	General complaints against police, Legal Aid lawyer and Supreme Court regarding car accident	Assistance Rendered
16-4	Thought she was in process of appealing a County Court decision, meanwhile Sheriff seized her bank account	Assistance Rendered
16-5	Enquiry regarding the Statute of Frauds as it relates to the sale of a piece of property	Assistance Rendered
16-6	Very long story about unfairness of divorce proceedings wife has initiated	Assistance Rendered
16-7	Complainant unhappy with the decision of the Small Claims Court	Declined
16-8	Went to court but is dissatisfied with award made by judge	Declined
16-9	Unfair decision by judge regarding his divorce	Declined

16-10	Feels the courts are not enforcing their orders regarding his visiting privileges with his children	Declined
16-11	Feels that an individual was harshly treated by the courts	Assistance Rendered
16-12	Complainant dissatisfied with a decision of a Family Court judge; feels the alimoney payment is too high	Declined
16-13	Complains court case is dragging on slowly resulting in loss of financial resources	Discontinued (Client)
16-14	Complains his wife did not obey Family Court order to send children from Alberta to visit him for summer	Declined
16-15	Complains he filed with Small Claims Court but, by not showing up for the hearing, the adjudicator dismissed the case	Discontinued (Client)
16-16	Disagrees with decision of Justice that she must move in the vicinity of her ex-husband so husband will have easier access to his children	Declined
16-17	Complains court date is delayed therefore she cannot be granted parole or temporary leave of absence	Unsupported
16-18	Complainant not happy with settlement awarded by court over car accident	Declined
16-19	Dispute with neighbour over ownership of two acres of land	Assistance Rendered
16-20	Questions concerning court orders for child maintenance and the jurisdiction of a Nova Scotia judge in matters relating to a USA divorce	Assistance Rendered
16-21	Natural mother complains about custody arrangement	Assistance Rendered
16-22	Feels she was not properly represented by lawyer resulting in her losing her case	Declined
16-23	Not satisfied with decision of judge of Family Court; feels she should have been awarded more than $1000.00	Declined

DEPARTMENT: CROWN CORPORATIONS

Number	Summary of Complaint	Result
18-1	Complainant feels he was unjustly fired from a Crown agency	Discontinued (Client)
18-2	Complains he has been suspended without pay from a Crown corporation because he took two weeks vacation without authority	Declined

DEPARTMENT: CULTURE, RECREATION, FITNESS

Number	Summary of Complaint	Result
20-1	Complainant is organizing petition for a lifeguard at a beach where a drowning took place	Under Investigation

DEPARTMENT: DEVELOPMENT

Number	Summary of Complaint	Result
22-1	Alleges advertising regarding loan program to establish new businesses is misleading	Assistance Rendered
22-2	Complains he was refused grant to open a salvage yard after it was discovered he had declared personal bankruptcy in 1979	Declined

DEPARTMENT: EDUCATION

Number	Summary of Complaint	Result
24-1	Feels she has been a "victim of red tape" and therefore is not eligible for student bursary	Unsupported
24-2	Complainant enrolled in nursing assistant program at vocational school; complains he is forbidden to speak his mother tongue (French) while par-	

	taking in the clinical aspect of course at hospital	Assistance Rendered
24-3	Complainant alleges he cannot find a French immersion course for his six year old daughter in the area	Assistance Rendered
24-4	Complains board meeting regarding funding for slow-learning children to attend Landmark East has been postponed	Discontinued (Client)
24-5	Was terminated from Certified Nursing Assistant Course; thinks reasons insufficient	Assistance Rendered
24-6	Alleges unfair hiring procedures for janitorial position at vocational school	Assistance Rendered
24-7	Distressed because adopted son turned down for residential schooling	Partially Resolved
24-8	Complainant trying to get her 16 year old son into special education program; has not received reply from Minister of Education	Assistance Rendered
24-9	Complainant feels she should have been chosen for a teaching position as she had substituted at that institution	Assistance Rendered
24-10	Complainant refused student aid in British Columbia where he is taking course; was also refused student aid by Nova Scotia for this course	Assistance Rendered
24-11	Complains she is being denied funds from Education Incentive Program for Black Students; claims she did not miss deadline date for mailing transcripts	Resolved
24-12	Complaint relating to her handicapped daughter's education	Assistance Rendered

DEPARTMENT: ENVIRONMENT

Number	Summary of Complaint	Result
28-1	Wants department to provide rock protection to his property which is eroding on the shoreline	Declined
28-2	Complains that although he meets all specifications to raise hogs he cannot	

	get clearance from Department of the Environment	Assistance Rendered
28-3	Alleges unauthorized dredging of beach nearby has ruined his pond	Discontinued (Ombudsman)
28-4	Complaint relating to the location of a landfill site	Assistance Rendered
28-5	Neighbour built dam which damaged his mother's property; complains Department of the Environment will not pursue further after losing two court cases with the neighbour	Resolved
28-6	Complainant charged with altering water flow without permission; feels he should be allowed to repair damage and have charges dropped	Unsupported

DEPARTMENT: FEDERAL DEPARTMENTS & AGENCIES

Number	Summary of Complaint	Result
30-1	Request for help for speedier treatment of her father's Canada Pension application	Assistance Rendered
30-2	Difficulty about Unemployment Insurance overpayment	Unsupported
30-3	Nebulous complaints; Cape Breton Development Corporation	Declined
30-4	Alleges Royal Canadian Mounted Police did not follow up his alibi	Assistance Rendered
30-5	Complainant alleges he was fired from his place of employment because he had a second job	Assistance Rendered
30-6	Following her disqualification period for Unemployment Insurance benefits, complainant's cards were not in proper order which led to her not receiving benefits for the next two months	Resolved
30-7	Feels Royal Canadian Mounted Police should return money they recovered after it was stolen from her, rather than holding as evidence	Assistance Rendered
30-8	Alleges death of son was result of Royal Canadian Mounted Police	

	chase; "request for an investigation into the circumstances surrounding the death" of her son	Declined
30-9	Troubles getting deceased husband's Canada Pension benefits	Discontinued (Client)
30-10	Cheque from Adult Probation Services did not arrive because of change of address	Resolved
30-11	Contact by MLA on behalf of an illiterate person in his riding who is on social assistance, purchased a house through RRAP, has not kept up payments, now Canada Mortgage and Housing Corporation foreclosing	Discontinued (Client)
30-12	Complainant feels Revenue Canada is not allowing proper deductions for his dump truck	Discontinued (Client)
30-13	Complainant alleges he does not owe for the cost of quarters and rations at a Canadian Forces Base	Assistance Rendered
30-14	Complainant believes his father-in-law should be receiving a larger Veterans Pension and Canada Pension	Discontinued (Client)
30-15	Difficulties regarding her late husband's Veterans Pension	Discontinued (Client)
30-16	Termination of service with the Canadian Coast Guard	Assistance Rendered
30-17	Complainant feels he is being given the "run around" by Public Works regarding monies that are owed to him	Unsupported
30-18	Complainant, who has a temporary job, alleges she is being harassed by Department of Justice for payment of her Canada Student Loan	Assistance Rendered
30-19	Alleges unjust and unlawful assessments have been levied against his mother for 1981 and 1982 by Revenue Canada Taxation	Under Investigation
30-20	Inquiry regarding delay in processing his application for Canada Pension Disability	Assistance Rendered
30-21	Complains his term employment not renewed	Discontinued (Client)

30-22	Complainant who was receiving Unemployment Insurance benefits, alleges her claim was closed because she is pregnant	Unsupported
30-23	As a boy in 1942 this gentleman lost his right hand as the result of an explosion of Thunderflash; gentleman receives $1140.00 per year pension, feels his pension should be brought up to a scale reflecting his present requirements	Under Investigation
30-24	Alleges her present medical problem is caused by conditions at her past place of employment with federal government	Unsupported
30-25	Complainant alleges he cannot receive a "full time" license to fish	Declined
30-26	Complainant seeking information and assistance concerning the disposal of the Halifax Explosion Funds	Assistance Rendered
30-27	Has not started to receive her old age pension but other pensions (Spouse's Allowance, Canada Pension and supplement to husband's old age pension) have been cut off on correct date	Resolved
30-28	Feels airline did not give all the facts regarding the conditions of "seat sale" tickets	Assistance Rendered
30-29	Complainant feels Canada Manpower office has "written her off" and will be of no further assistance to her	Discontinued (Ombudsman)
30-30	Alleges Rural and Native Housing granted approval to build before all legal work was completed	Resolved
30-31	Alleges his wife cannot get Unemployment Insurance benefits which she deserves	Assistance Rendered
30-32	Wants access to his personnel file as he thinks there is an adverse letter in it	Discontinued (Client)
30-33	Feels he should not have to include the $800. grant on his income tax return because the wood-oil stove did not work satisfactory and had to be replaced with an oil furnace	Assistance Rendered

30-34	Complainant alleges he was not overpaid by Unemployment Insurance Commission, Commission looking for repayment	Discontinued (Client)
30-35	Alleges he is committed to Nova Scotia Hospital because Royal Canadian Mounted Police officer lied about him	Declined
30-36	Having trouble getting Old Age Security and spousal allowance	Resolved
30-37	Many questions and opinions about Unemployment Insurance benefits and eligibility time	Assistance Rendered
30-38	Complainant not pleased with the outcome of a recent audit by Revenue Canada Taxation	Assistance Rendered
30-39	Father alleges paycheques from federal government department due his son, who is suffering temporary mental problems, are being held back	Resolved
30-40	Alleges someone has told the Royal Canadian Mounted Police to keep "stopping her" when she is using her car	Assistance Rendered
30-41	Complains he has waited three months and has yet to receive Unemployment Insurance benefits	Discontinued (Client)
30-42	Alleges seizure of jewels by Revenue Canada for non-payment of duty is based on false information	Under Investigation
30-43	Difficulty over claim for entitlement to Canada Pension Disability	Assistance Rendered
30-44	Complainant left job due to medical reasons; trying to obtain Unemployment Insurance benefits for past six months	Resolved
30-45	Request for our support in his pleas for time payments on his 1983 tax liability	Resolved
30-46	Complains she is not entitled to the Child Tax Credit for 1983 as the child was removed from her care on December 27th	Assistance Rendered
30-47	Alleges he was given inaccurate information by the Unemployment	

	Insurance office which influenced his decision when to apply for benefits; request his claim be made retroactive	Assistance Rendered
30-48	Complains his Old Age Pension cheque has not been transferred to his new address in time for the long weekend	Assistance Rendered
30-49	Complains Canada Mortgage and Housing Corporation has refused to repair a home he purchased from that agency	Unsupported
30-50	Complains problem with separation certificate is causing an additional delay in his receiving Unemployment Insurance benefits	Discontinued (Client)
30-51	Alleges his income would increase if he collected full Unemployment Insurance benefits instead of working part time and being supplemented by benefits	Assistance Rendered
30-52	Complaint against Unemployment Insurance Commission; feels he should receive benefits while taking a course	Assistance Rendered
30-53	Complaint against police; put in jail without a trial	Discontinued (Client)
30-54	Complaint against Unemployment Insurance Commission; a hold has been put on his Unemployment Insurance benefits	Assistance Rendered
30-55	Complaint against Revenue Canada regarding reassessment	Assistance Rendered
30-56	Feels he should receive compensation for an accident he had while in federal prison	Unsupported
30-57	Complainant claims she was threatened by a nurse in the hospital	Discontinued (Client)
30-58	Complainant feels he should receive a larger pension from the Canadian Armed Forces due to his internal problems	Declined
30-59	Objects to terms of imprisonment in federal penitentiary	Assistance Rendered
30-60	Complains he is getting no exemption on his income tax return	Assistance Rendered

30-61	Complains he has been refused benefits because he advised of his restricted availability through lack of transportation	Assistance Rendered
30-62	Both he and his wife are having trouble with income tax matter	Resolved
30-63	Feels he is being unfairly taxed by the Department of National Revenue	Discontinued (Ombudsman)
30-64	Seeks pension for hearing loss allegedly incurred during the war	Declined
30-65	Nebulous complaint regarding income tax matters	Discontinued (Client)
30-66	Feels his Unemployment Insurance benefits were unfairly terminated	Assistance Rendered
30-67	Complaint against Department of National Defense regarding his eligibility for disability pension	Declined
30-68	Complains he was denied acceptance into electronic engineering course at vocational school because he doesn't have Grade 12 Math	Discontinued (Client)
30-69	Alleges Canada Pension has been reduced in error	Assistance Rendered
30-70	Complaint relating to restrictions limiting the number of fishermen	Declined
30-71	Complainant feels she is not being treated fairly by a federal government department	Assistance Rendered
30-72	Complainant feels he was treated unfairly by Unemployment Insurance Commission	Assistance Rendered
30-73	Revenue Canada say they are a manufacturing industry and therefore must pay manufacturing tax on contracts; complainant does not agree	Assistance Rendered
30-74	Complains he was not reimbursed for an item lost in the mail	Assistance Rendered
30-75	Complains Department of Veterans Affairs is taking too long to send her her husband's pension monies; he passed away over a month ago	Assistance Rendered
30-76	Complainant's personal effects damaged while in transit; alleges claim	

	with railway is being ignored	Resolved
30-77	Complains about methods whereby Bank of Canada terminated her employment	Assistance Rendered
30-78	Woman collecting Unemployment Insurance benefits wants to be accepted in sponsored course	Assistance Rendered
30-79	Complains Unemployment Insurance benefits terminated and he was advised of an overpayment	Discontinued (Client)
30-80	Complaint regarding monies he owes to the Department of National Defense	Assistance Rendered
30-81	Complaint regarding the actions of the Department of National Revenue concerning monies owed	Assistance Rendered
30-82	Complaint involving the payment of her RRAP grant	Assistance Rendered
30-83	Complains federal Labour Act does not provide for enforced collection of wages, in his situation	Discontinued (Client)
30-84	Feels she should be entitled to share monies from estranged husband's War Veterans Allowance and pension	Assistance Rendered
30-85	Complains he cannot get reply to enquiry regarding entitlement to separation allowance	Under Investigation
30-86	Complains captain's position under a government program was granted to another man without qualification	Assistance Rendered
30-87	Complainant felt he should have been chosen for a job he was interviewed for as he had performed the duties for 2½ years	Assistance Rendered
30-88	Son of deceased Royal Canadian Air Force pilot wants funding from federal government to attend university	Discontinued (Client)
30-89	Complaint regarding the administration of the RRAP grants	Assistance Rendered
30-90	Complainant feels he was forced to quit his job and now feels the company owes him some form of compensation	Assistance Rendered
30-91	Complainant feels he should be compensated for an accident which occurred 30 years ago	Unsupported

30-92	Considers he was unfairly fired by Ports Canada Police; no real reasons ever given	Unsupported
30-93	Alleges figures acquired for husband's audit were wrong resulting in them owing a substantial amount of money	Assistance Rendered
30-94	Complainant resigned federal government job before new pay contract was agreed upon; feels she is entitled to some retroactive pay	Assistance Rendered
30-95	Complains he was refused a grant because his is a private non-profit organization	Assistance Rendered
30-96	Complains Royal Canadian Mounted Police did not follow up an investigation into the stealing of trees from his property	Assistance Rendered
30-97	Advised his application for a RRAP grant was approved yet no inspector visited resulting in funds being exhausted	Assistance Rendered
30-98	Feels court should force her ex-husband to make his maintenance payments as she is in desperate need of money	Declined
30-99	Feels he should be able to trap lobsters without a license	Assistance Rendered
30-100	Complains she was denied Unemployment Insurance benefits because she was not willing to travel to city for work	Assistance Rendered
30-101	Problems with removal of UFFI from his home	Under Investigation

DEPARTMENT: FINANCE

Number	Summary of Complaint	Result
32-1	Complainant purchased car out of province; complains Tax Commission charged tax on the full price without regard for the trade-in value of his old car	Unsupported
32-2	Immigrant from Iceland appealing tax on second-hand car	Resolved

32-3	Complainant denied Homeowner's Incentive Grant; disagrees with reason given "Repairs to burnt out home". "Rejected."	Resolved

DEPARTMENT: FISHERIES

Number	Summary of Complaint	Result
34-1	Complains no reason was given for rejection of his application for a boat loan	Unsupported
34-2	Feels his boat was seized prematurely by the Fisheries Loan Board	Discontinued (Ombudsman)

DEPARTMENT: GOVERNMENT SERVICES

Number	Summary of Complaint	Result
36-1	Sub-contractor alleges payment for "extras" in flooring contract is not being honoured	Unsupported
36-2	Complains he has been suspended from work for lateness and absenteeism	Declined

DEPARTMENT: HEALTH

Number	Summary of Complaint	Result
38-1	Complaint against a health inspector	Discontinued (Client)
38-2	Complains about refusal of admission to psychiatric hospital for her son and alleged inappropriate treatment in hospital	Unsupported
38-3	A former mental patient has numerous vague complaints against doctors and nurses at the hospital	Declined
38-4	An elderly lady was allegedly forced to move from her home for health reasons, due to construction of feed plant near her home	Assistance Rendered
38-5	Alleges "rigid" application of health	

	regulations regarding septic tank at summer cottage	Assistance Rendered
38-6	Problem obtaining birth certificate	Resolved
38-7	Complains Department of Health would not approve his lot so he sold it and found out it was approved this year	Discontinued (Client)
38-8	Complains Department of Health not returning his calls regarding intolerable odour from sewage	Assistance Rendered
38-9	Complainant feels local health inspector is being "too picky" with regard to percolation tests on his lots	Assistance Rendered
38-10	Complaint regarding lack of compliance with health laws	Discontinued (Ombudsman)
38-11	Parents wanting special medical treatment for son with behavioural problems	Under Investigation
38-12	Alleges he has been trying unsuccessfully for years to establish his correct age	Assistance Rendered
38-13	Alleges the Department of Health is not taking necessary steps to control aroma emanating from piggery adjacent his house	Assistance Rendered

DEPARTMENT: HEALTH SERVICES & INSURANCE

Number	Summary of Complaint	Result
40-1	Drifter requesting medical coverage for hospitalization as he travels from province to province	Assistance Rendered

DEPARTMENT: HORSE RACING COMMISSION, NOVA SCOTIA

Number	Summary of Complaint	Result
42-1	Complains of numerous instances of malfeasance by racetrack officials	Discontinued (Client)
42-2	Feels he was unfairly suspended by the Alberta Racing Commission	Assistance Rendered

DEPARTMENT: HOUSING

Number	Summary of Complaint	Result
44-1	Dissatisfied with conduct of local Housing Authority	Resolved
44-2	Complainant feels her father, who is the recipient of assistance, is living in substandard housing	Partially Resolved
44-3	Complainant feels he should be entitled to receive interest on late holdback cheque	Resolved
44-4	Married man with four daughters seeks a loan, rather than a grant, to carry on building a house	Resolved
44-5	Complainant requires a grant to complete his home	Resolved
44-6	Trying to obtain public housing for past three years	Assistance Rendered
44-7	Complaint against Department of Housing regarding refusal of grant	Assistance Rendered
44-8	Complains mortgage was foreclosed	Assistance Rendered

DEPARTMENT: HUMAN RIGHTS COMMISSION

Number	Summary of Complaint	Result
46-1	Complainant feels the allegations of sexual harassment which have been laid against him are groundless	Assistance Rendered
46-2	Feels he was fired from managerial position due to religious beliefs; alleges Human Rights Commission is too slow with investigation of same	Assistance Rendered
46-3	Complains Human Rights Commission is dropping his case	Assistance Rendered

DEPARTMENT: LABOUR AND MANPOWER

Number	Summary of Complaint	Result
48-1	Complains he was not awarded an Interprovincial license after passing Steamfitting/Pipefitting Examination	Resolved

48-2	Feels Labour Standards Division is not making a sufficient effort to collect an award of a Labour Standards Tribunal	Assistance Rendered
48-3	Alleges the department refuses to allow him to write his exam for his Certificate of Qualification in the Electrical Construction Trade	Unsupported
48-4	Due to financial difficulties complainant unable to comply with Fire Marshall's order to make his abandoned building secure	Assistance Rendered
48-5	Employer accuses Labour Standards section of arrogance, harassment; highly incensed because no telephone number on letterhead	Assistance Rendered
48-6	Alleges fire inspector acted improperly when conducting an investigation	Discontinued (Ombudsman)

DEPARTMENT: LANDS & FORESTS

Number	Summary of Complaint	Result
50-1	Problem regarding job contract, being paid for same and alleges permanent position as assistant instructor was granted to unqualified person	Assistance Rendered
50-2	Complaint regarding use of provincial parks for political rallies	Assistance Rendered
50-3	Complains he has received a warning concerning unauthorized camping on Crown land	Declined
50-4	Complainant feels he was unfairly denied employment	Assistance Rendered
50-5	Complains hunters are crossing Crown land and trespassing on his property	Assistance Rendered
50-6	Complainant feels he should have been chosen for position open in the Department of Lands and Forests	Resolved
50-7	Has been trying for forty years to get clear title to land, but is refused by Department of Lands and Forests	Under Investigation

DEPARTMENT: LIQUOR COMMISSION, NOVA SCOTIA

Number	Summary of Complaint	Result
52-1	Alleges unfair termination of summer job with Nova Scotia Liquor Commission	Assistance Rendered
52-2	Disagrees with policy of Nova Scotia Liquor Commission regarding bottle returns	Under Investigation

DEPARTMENT: LIQUOR LICENSE BOARD

Number	Summary of Complaint	Result
54-1	Kinsman Club wants a club license to serve alcohol; told they must seek a plebiscite; is there any way around regulations?	Assistance Rendered
54-2	Complains that after he registered a complaint against a licensed establishment with the Nova Scotia Liquor Commission he has been "barred" from said establishment	Assistance Rendered

DEPARTMENT: MINES AND ENERGY

Number	Summary of Complaint	Result
56-1	Having difficulty collecting progress payment from Energy Analysis and Grant Program	Resolved

DEPARTMENT: MUNICIPAL AFFAIRS

Number	Summary of Complaint	Result
58-1	Original assessment for property was not received; complains duplicate assessment notice did not arrive in time to be appealed	Assistance Rendered
58-2	Feels her property was unfairly assessed due to past personal relationship with assessor	Discontinued (Client)

58-3	Flooding problems after town paved street in front of his home	Assistance Rendered
58-4	Complainant wants municipal tax bill in her name, not her husband's name, as the property deed is in her name	Assistance Rendered
58-5	Objects to denial of privilege to appeal assessment	Unsupported
58-6	Complains about notice received from city regarding assessment on his business	Assistance Rendered

DEPARTMENT: MUNICIPALITIES

Number	Summary of Complaint	Result
60-1	Alleges city not living up to terms of contract	Unsupported
60-2	Alleges he has been denied day parole and full parole for no apparent reason	Unsupported
60-3	Alleges town police not adequately responding on a citizen's complaint	Unsupported
60-4	Feels flooding problem caused by surface drainage should be resolved by city	Assistance Rendered
60-5	Complains the municipality will not allow him to hook up to the sewer and water lines	Assistance Rendered
60-6	Alleges gross mismanagement in the operation of the town's water and sewer system	Discontinued (Client)
60-7	Complains poor personal job report has led to deterioration of his health	Discontinued (Ombudsman)
60-8	Long delay in replying to his application for a building permit and his letter of inquiry regarding same	Assistance Rendered
60-9	Complainant knows of certain alleged irregularities which took place during 1982 Municipal Election	Discontinued (Client)
60-10	Zoning difficulties - feels he is being over-inspected at his duplex	Unsupported
60-11	Feels property being sold by town should be sold solely to him and not divided amongst the three neighbours	Unsupported

60-12	Alleges Children's Aid Society will not apprehend her grandchildren	Unsupported
60-13	Complains she is denied social assistance benefits because she is single, able-bodied and unemployed	Assistance Rendered
60-14	Complains municipality did not notify him taxes were due after purchase of house; complains he must pay interest on overdue taxes	Discontinued (Client)
60-15	Feels her taxes are too high for a street that has no sidewalks or sewers, and, where the water and pavement on the street are paid for by the property owners	Assistance Rendered
60-16	Complex story involving inability to get building permit	Assistance Rendered
60-17	Feels his provincial social assistance cheque should not be paid in trust	Assistance Rendered
60-18	Casual employee working in a hospital for 14 years has not been called back to work after an incident involving the theft of some money; feels she has been unfairly dealt with	Unsupported
60-19	Single male parent feels he should be entitled to social assistance benefits	Assistance Rendered
60-20	Complainant feels he should not have to pay for street paving behind his house	Unsupported
60-21	Complaint regarding harassment by dog control officer	Assistance Rendered
60-22	Alleges social worker has slandered his character; complainant wants Ombudsman office to get a written apology from said social worker	Unsupported
60-23	Complainant questions why municipality will not grant him a deed to his property	Resolved
60-24	Feels her social assistance benefits should not have been terminated because she forgot to advise her worker she was also in receipt of benefits from Workers' Compensation	Assistance Rendered
60-25	Alleges municipality is not enforcing its building by-laws	Unsupported

60-26	Complains she cannot get social assistance until she lays charges for desertion against her husband	Assistance Rendered
60-27	Feels she should not have to pay her water bill as they do not have an adequate supply of water	Resolved
60-28	Alleges they do not receive an adequate supply of water from the town's utility	Resolved
60-29	Alleges his property is being flooded by an inadequate drainage of town property	Discontinued (Client)
60-30	Misunderstanding as to what sort of arrangement he made with municipality in 1972 to allow sewer line to cross his property	Resolved
60-31	Alleges she is being denied disability benefits from the city	Assistance Rendered
60-32	Complainant is being offered a "fair market value" for her land which is being expropriated by the municipality but she feels it is not enough	Discontinued (Client)
60-33	Alleges misrepresentation by the Town Clerk	Discontinued (Client)
60-34	Complains about methods used by city police in the arrest of his nephew	Discontinued (Client)
60-35	House destroyed by fire; alleges she must pay taxes for 1984 since house was standing on 1 December 1983	Assistance Rendered
60-36	Complains he is entitled to only $165.00 monthly for social assistance	Assistance Rendered
60-37	Complainant feels his supplementary assistance may soon be terminated	Assistance Rendered
60-38	Difficulties in trying to resolve an assessment error to their property	Under Investigation
60-39	Complainant feels the town should accept responsibility for their flooding problem	Discontinued (Ombudsman)
60-40	Complaint regarding payment of taxes for a fifty year period	Discontinued (Client)
60-41	Father has to go to nursing home leaving homestead and 70 acres of land; daughter (who is on social assistance living on homestead) is	

	afraid value of property will be eaten up by nursing home costs	Resolved
60-42	Mother-in-law is going to evict him, his wife and baby; alleges Social Services Department will not help him	Assistance Rendered
60-43	Complains police department is harassing his sons due to his past charges against police in his capacity as councillor	Assistance Rendered
60-44	Alleges her friend, who is incarcerated, is being held in the "hole" for an excessive length of time	Unsupported
60-45	Alleges her common-law husband, who is incarcerated, is being held in maximum security with few privileges	Unsupported
60-46	Alleges he is being held illegally at the Halifax County Correctional Centre	Assistance Rendered
60-47	Alleges appointment of certain member to Board of Trustees regarding Common Lands contravenes a provincial statute	Under Investigation
60-48	Complainant wishes our office to obtain her social assistance cheque a day earlier	Declined
60-49	Objects to personal nature of questions asked by caseworker	Assistance Rendered
60-50	Complains mistake made on building permit has resulted in well being drilled in wrong place	Unsupported
60-51	Complaint regarding her difficulties in obtaining public housing	Assistance Rendered
60-52	Wants father transferred to another nursing home; accuses warden of complicity	Assistance Rendered
60-53	Alleges she receives too little social assistance to get an apartment	Discontinued (Client)
60-54	Complainant advises she cannot live on the amount of assistance she is receiving	Declined
60-55	Old age pensioners complain their foster daughter has been refused social assistance benefits	Assistance Rendered
60-56	Feels she should have been eligible for	

	public housing a long time ago	Unsupported
60-57	Feels he is being denied his rights while serving time in county jail	Discontinued (Ombudsman)
60-58	Complains she and her husband have been refused social assistance because they both have a job	Assistance Rendered
60-59	Complains that the town he was settled in and the city he lives in now are disputing over the responsibility for payment of benefits to him after his release from hospital	Resolved
60-60	Complains auto body shop has started operation adjacent to his home	Assistance Rendered
60-61	Inmate complains she was not informed she was only allowed two phone calls per week	Discontinued (Ombudsman)
60-62	Complainant encountering difficulties in trying to have his parents placed in a nursing home	Assistance Rendered
60-63	Complaint regarding access to T.V. set while in correctional centre	Assistance Rendered
60-64	Complains his canteen is being closed by Municipal Board of Health with no proper reason given	Assistance Rendered
60-65	Complains town ordered him to cease auto-body repair business as he was contravening zoning by-law	Declined
60-66	City's survey certificate doesn't coincide with complainant's deed	Assistance Rendered
60-67	Inmate complains about poor treatment received in correctional centre by his wife and himself, who are both incarcerated	Declined
60-68	Complains his rental residence, owned by the municipality, is being disposed of through public tender	Partially Resolved
60-69	Oral assurance that tripping accident would be compensated for has resulted in refusal of compensation by city	Assistance Rendered
60-70	Complaints against public housing unit that he rents	Discontinued (Ombudsman)
60-71	Complains his son was denied employment in city in which he resides	Assistance Rendered

60-72	Complains city refuses to service certain lots of land he owns within city boundary	Assistance Rendered
60-73	Complains he has been told he is not eligible for any form of social assistance benefits	Resolved
60-74	Feels his local Board of Health did not pursue his complaint satisfactorily	Discontinued (Ombudsman)
60-75	Builder/developer alleges he is having many problems with the town administration	Under Investigation
60-76	Complaint regarding tax bill	Assistance Rendered
60-77	Feels police department used excessive force on member of her family	Assistance Rendered
60-78	Complaint regarding municipal policy	Discontinued (Client)
60-79	Complainant alleges he was misled by a planning officer	Assistance Rendered
60-80	Complains she cannot get into public housing due to limited number of vacancies	Assistance Rendered
60-81	Alleges he was treated unfairly by custodial staff in correctional centre	Assistance Rendered
60-82	125′ × 50′ lot purchased in 1967; municipality changed regulations regarding lot size; complaint he is refused permit for septic system as lot is too small	Discontinued (Client)
60-83	Sixteen year old, who has left home, wants to know if it is necessary for her to show a Student Council card to a social worker in order to be eligible for social assistance benefits	Assistance Rendered
60-84	Complains municipality will not grant right-of-way to her property	Declined
60-85	Feels nursing home should contribute towards funeral expenses of patient; alleges she did not receive an account of patient's comfort allowance	Discontinued (Ombudsman)
60-86	Complainant advises she feels a gentleman friend is not receiving enough social assistance	Assistance Rendered
60-87	Complaint relating to the authority of an assessor	Assistance Rendered

60-88	Complains nothing is being done about a dog that allegedly bit her son	Unsupported
60-89	Number of complaints against the county he lives in	Discontinued (Ombudsman)
60-90	Complainant feels social worker should not be questioning her children about their family situation	Discontinued (Ombudsman)
60-91	Complaint against health care institution dismissing his daughter from their school of nursing	Discontinued (Client)
60-92	Complaint regarding a municipal civil servant who was over-zealous in the enforcement of a by-law	Assistance Rendered
60-93	Complains of dramatic increase in his water rates	Assistance Rendered
60-94	Sundry complaints against municipality in which she resides	Assistance Rendered
60-95	No barricades at sewer construction zone; alleges city will not pay for repairs of damage to vehicle	Resolved
60-96	Complains county is reluctant to give benefits to needy new residents	Assistance Rendered
60-97	Inmate complains of "wrong doings" at correctional centre	Unsupported
60-98	Complains Housing Authority will not search for an apartment for them	Discontinued (Client)
60-99	Complainants were advised by city where they must connect to water supply; they do not agree with location	Discontinued (Client)
60-100	Multitude of problems including temporary building permit on land for which he has no clear title	Discontinued (Ombudsman)
60-101	Alleges walkway on bridge has been closed without proper advertising	Unsupported
60-102	Woman who took in homeless young girl, wants financial assistance for upkeep	Assistance Rendered
60-103	Complaint relating to the garnishment of her wages	Discontinued (Ombudsman)
60-104	Complaint regarding the ownership of a piece of property	Under Investigation
60-105	Objects to construction of apartment building scheduled to be built on	

	vacant lot behind her property	Unsupported
60-106	Questions legality of town social assistance department insisting on job search record signed by employers	Assistance Rendered
60-107	Lady wanting to sell home she has occupied and paid taxes on for 45 years, discovers problem of ownership of land on which house sits	Under Investigation
60-108	Complaint relating to actions of municipal planner	Unsupported
60-109	Disagrees with fencing by-laws of the municipality	Assistance Rendered
60-110	Complaint concerning lack of sewer and water service in his town	Under Investigation
60-111	Complaint regarding the lack of water and sewer to his home	Discontinued (Ombudsman)
60-112	Complains three weeks after water mains were cleaned, water has been an unpleasant yellow color ever since	Assistance Rendered
60-113	Complains the city will not grant him a taxi license while he is on parole	Assistance Rendered
60-114	Feels he cannot afford "local improvements" proposed by municipality	Assistance Rendered
60-115	Landlord feels one of his tenants should qualify for social assistance benefits but they have been refused; afraid he will have to evict them	Assistance Rendered
60-116	Complaint regarding the cost of installing a new curb and gutter	Assistance Rendered
60-117	Feels municipality is not enforcing its own by-laws with regard to fences	Under Investigation
60-118	Complainant fell off sidewalk breaking both wrists; feels she should be compensated by town	Discontinued (Ombudsman)
60-119	Feels he should be compensated for legal expenses incurred in court case with town	Under Investigation
60-120	Feels he was denied unfairly a hearing by City Council	Under Investigation
60-121	Feels he should be reimbursed for repairs of damages that resulted when he granted an easement to the county	Assistance Rendered

60-122	Complaint regarding the "Change in Tax Use" section of the Assessment Act	Declined

DEPARTMENT: POWER CORPORATION, NOVA SCOTIA

Number	Summary of Complaint	Result
66-1	Senior citizen who lives approximately three miles from nearest power line complains she must pay for installation of electrical service to her home	Unsupported
66-2	Alleges Nova Scotia Power Corporation wants $1100.00 to install power service to his trailer	Discontinued (Client)
66-3	Advises power bill was paid at payment agency but was not credited to his account resulting in notice for service to be disconnected	Resolved
66-4	Alleges construction work being carried out by Power Corporation has led to his well going dry	Unsupported
66-5	Complainant has recently been advised he owes money for power services received four years ago; complains Nova Scotia Power Corporation will not accept post-dated cheques	Resolved
66-6	Alleges Nova Scotia Power corporation is "hounding and threatening" his wife concerning non-payment of bills	Discontinued (Client)
66-7	Feels Nova Scotia Power Corporation should pay for services of electrician required after bad wind storm	Unsupported
66-8	Pension credits and back service are in dispute	Under Investigation
66-9	Complainant advises her power bill has increased from $70.00 to $230.00 in the past four months	Discontinued (Client)
66-10	Extension time to pay power bill has lapsed; complains Nova Scotia Power Corporation is going to disconnect her power	Discontinued (Client)
66-11	Complainant disputes validity of her	

	power bill yet has been warned her power will be cut off in a month if she does not pay the amount owed	Assistance Rendered
66-12	Summer resident of the province, alleges neglect by Nova Scotia Power Corporation to take meter reading has resulted in improper billing	Assistance Rendered
66-13	Complains Nova Scotia Power Corporation has advised that their newly purchased house, which suffered a fire, requires all electrical wiring to be replaced	Discontinued (Client)
66-14	Feels he was misled by an employee of the Nova Scotia Power Corporation	Resolved
66-15	Feels her light bill is too high	Discontinued (Ombudsman)

DEPARTMENT: PRIVATE MATTERS

Number	Summary of Complaint	Result
70-1	Requesting assistance in dealing with an insurance company	Assistance Rendered
70-2	Long story concerning children in her neighbourhood beating up her children	Assistance Rendered
70-3	Inquiry: how can social assistance be raised to cover rental increase	Assistance Rendered
70-4	Difficulties with car and car dealership not honouring warranty	Assistance Rendered
70-5	Questions the use of writing to Members of Parliament, Ministers, etc. Do they read the letters?	Assistance Rendered
70-6	Problems with receiving maintenance payments from ex-husband	Discontinued (Ombudsman)
70-7	Feels she is being treated unfairly with regard to money she owes a private company	Assistance Rendered
70-8	Seeking assistance in search for employment	Assistance Rendered
70-9	Landlord's complaint about tenant who has not paid rent for several months	Discontinued (Client)
70-10	Complains he is cut off disability pension by insurance company because	

	medical evidence is insufficient	Assistance Rendered
70-11	Complains employer is violating labour codes; late paycheques, poor working conditions, low salaries	Assistance Rendered
70-12	Loss of deposit for new home from company that went bankrupt	Declined
70-13	Dissatisfied with purchase of second-hand washing machine	Assistance Rendered
70-14	Complains doctor will no longer prescribe medication to help him stop smoking	Assistance Rendered
70-15	Complains about his lawyer's "professional conduct and motivations"	Discontinued (Client)
70-16	Many problems revolving around mother's will	Assistance Rendered
70-17	"I have an eye that has never developed I have no sight at all from it"; complainant does not know how or where to get pension for disability	Assistance Rendered
70-18	Complains lawyer of company, to whom his beverage room owes money, has instructed Nova Scotia Liquor Commission to supply no more beer until debt is paid	Assistance Rendered
70-19	Car was stolen yet his insurance company will not honour claim	Discontinued (Client)
70-20	Alleges oil company put some water in his furnace tanks during a "fill-up"	Assistance Rendered
70-21	Wanted to know how many complaints we received from women denied credit because of sex	Assistance Rendered
70-22	Doesn't like unions, government, banks and people who won't do an honest day's work; wants to know if he can put this on a sandwich board and parade with it	Assistance Rendered
70-23	A widow of 75, who depends on an oil stove to heat her apartment, feels she should not have to pay extra for delivery of less than the minimum amount company allows for free delivery	Resolved
70-24	Feels her insurance company should	

	give her a reason for cancelling her coverage	Assistance Rendered
70-25	Complainant upset because he cannot get a private telephone line until 1986	Assistance Rendered
70-26	Complains storage company will not accept cheque for payment of bill for storage	Unsupported
70-27	Alleges she is being harassed by neighbours who are cutting trees on her property	Assistance Rendered
70-28	Complainant seeking assistance in finding job	Declined
70-29	Complainant has been trying unsuccessfully to obtain a private phone line for over ten years	Assistance Rendered
70-30	Dissatisfied with work done at garage on his car	Assistance Rendered
70-31	Complains contractor made costly mistakes when building his new home	Assistance Rendered
70-32	Gasoline mileage on new car is 35% lower than advertised	Discontinued (Client)
70-33	Complaint against contractor who built his house; wants to know what regulations govern contractor's responsibility regarding structural deterioration	Assistance Rendered
70-34	Difficulties with supplier and manufacturer of orthopaedic bed	Discontinued (Client)
70-35	Complainant feels her landlord should give a reason for her eviction	Assistance Rendered
70-36	Complainant telling "his side of the story" regarding his boarding place, long distance phone calls, and his friends' problems with social services department	Declined
70-37	Complains neighbour had survey done of his property resulting in surveyor moving marker three feet onto her property	Assistance Rendered
70-38	Complaint regarding lack of safety caps on medicines prescribed for children	Under Investigation
70-39	Complainant feels lawyer's fees are too high	Assistance Rendered

70-40	Tourist writing to complain about discrepancies in the prices charged for Nova Scotia newspapers	Declined
70-41	Complains neighbour has infringed on his property when installing septic tank	Assistance Rendered
70-42	Complaint against a used car dealer	Assistance Rendered
70-43	Complaint regarding a leased piece of equipment; machine not working properly, wants to return it, leasing company says they cannot break their contract agreement	Assistance Rendered
70-44	Complaint against bank for non-credit of Registered Retirement Savings Plan contributions	Assistance Rendered
70-45	Complains insurance company refuses to pay for loss of house by fire	Assistance Rendered
70-46	Feels he is being forced into bankruptcy by a trustee in bankruptcy	Unsupported
70-47	Alleges he is unable to obtain service documentation on his home computer	Discontinued (Client)
70-48	Complainant accusing her lawyer of lying regarding divorce matter	Discontinued (Client)
70-49	Alleges a restricted substance may have been used to fumigate their home	Discontinued (Client)
70-50	Alleges neighbour of her late father used fraud and undue influence to become full beneficiary in her father's will	Assistance Rendered
70-51	Complains insurance company has offered to pay only a small portion of insured value of house and contents lost in fire	AssistanceRendered
70-52	Complains union will not give her work; alleges others get in ahead of her	Assistance Rendered
70-53	Refusal of renewal of denturist license	Assistance Rendered
70-54	Question concerning a law in Alberta dealing with protection of homeowners who are selling their homes	Assistance Rendered
70-55	Landlord alleges she is being harassed about unauthorized rent increase she has charged	Discontinued (Ombudsman)
70-56	Complaint against Legal Aid Lawyer	Assistance Rendered
70-57	Trouble with contractor and leaky windows in her trailer	Resolved

70-58	Land dispute with neighbour	Discontinued (Ombudsman)
70-59	Property dispute with some involvement by federal government	Assistance Rendered
70-60	Complains he is being evicted by landlord because he owes $10.00	Assistance Rendered
70-61	Complainant involved in car accident, alleges his insurance company will not honour his claim nor give reason for denial of same	Assistance Rendered
70-62	Due to high interest rates, complainant does not wish to go through with purchase of rental property, real estate agent advised they will take her to court	Assistance Rendered
70-63	Complains new house he purchased needs $30,000.00 worth of repairs due to faulty workmanship	Discontinued (Client)
70-64	Problem with pension after early retirement at age 55	Assistance Rendered
70-65	Alleges insurance company will not honour her claim	Assistance Rendered
70-66	Mentally disturbed woman having some problems with her church; wanted to know if she did evil instead of good she might solve her problem	Assistance Rendered
70-67	Feels she was overcharged by garage for work done on her car	Assistance Rendered
70-68	Complainant wishes to know if he can evict a tenant who lets his dog defecate on the lawn	Assistance Rendered
70-69	Complaint relating to the requirement that they pay a penalty for paying off a mortgage	Assistance Rendered
70-70	Complicated story about previous bankruptcy, promissory note, and inability to secure a loan now	Assistance Rendered
70-71	Dissatisfied with engine overhaul work done on her car	Assistance Rendered
70-72	Neighbours having backyard dispute about overhanging tree	Assistance Rendered
70-73	Alleges he was laid off due to lack of work, he has since found out his former employer has hired three new employees	Discontinued (Ombudsman)

70-74	Complains that volunteer fire brigade by motion, docked him one quarter of his honorarium because he could not partake in the "garden-party drive" canvass	Assistance Rendered
70-75	Alleges he is not being treated fairly at his place of employment	Declined
70-76	Denial of membership in local firefighter's association	Assistance Rendered
70-77	Complains gas station will not take responsibility for gas pump problem on his car after they replaced the gas tank	Assistance Rendered
70-78	Wants financing to start a trucking business	Assistance Rendered
70-79	Complains trailer park owners will not allow him to place his trailer in their park because he did not purchase the trailer from them	Assistance Rendered
70-80	Questions concerning rent rebate program in effect in Ontario	Assistance Rendered
70-81	Complains religious organization has erected a building on what he alleges is his property and they will not answer his letters regarding same	Assistance Rendered
70-82	Property dispute	Assistance Rendered
70-83	Unhappy over the delay in settlement for costs incurred in repairing damage to sailboat arising from an oil spill	Resolved
70-84	Alleges unfair dealings regarding land dispute, surveyors involved, and neighbours	Discontinued (Ombudsman)
70-85	Complains lending institutions will not give her a loan to repair her rental units	Assistance Rendered
70-86	Has been served Notice of Intended Action for an alleged debt against his house for new metal guttering; says he does not owe it	Discontinued (Client)
70-87	Loans officer suggested he drop insurance plan on his car loan as he had a steady job; nerves went and can't afford car payments; blames loans officer for misleading him	Assistance Rendered

70-88	Alleges some items are priced much higher than similar items in stores of a grocery chain	Assistance Rendered
70-89	Problem with ownership of right of way through her property	Discontinued (Client)
70-90	Administrator for estate complains she has not been reimbursed for expenses incurred while settling estate business	Discontinued (Ombudsman)
70-91	Accusations of wrongdoing regarding Native Council of Nova Scotia	Declined
70-92	Complains cattle running loose are destroying cemetery property	Discontinued (Client)
70-93	Complaint against medical doctor; alleges appeal to Workers' Compensation Board is held up due to negligence by his doctor	Assistance Rendered
70-94	Alleges she is being denied legal aid	Unsupported
70-95	Complains that after purchasing a new truck he has had several major problems with it	Assistance Rendered
70-69	Complains lending institutions will not lend her funds to renovate her three rental properties	Declined
70-97	Property dispute complicated by fact his lawyer will not respond to his calls or letters	Assistance Rendered
70-98	Complaint against lawyer over sale of piece of land, actual size was 160′ × 44′; at time of sale lawyer said size was 160′ × 140′	Assistance Rendered
70-99	Complains he was fired as liquor waiter at lounge in hotel due to one customer's complaint to management	Assistance Rendered
70-100	Complains that provincial tax is due on the sale of a used car	Assistance Rendered
70-101	Problem with furnace; wants a refund or exchange	Assistance Rendered
70-102	Complaint against his MLA who will not return phone calls	Assistance Rendered
70-103	Complaint regarding extended warranty on his new car	Assistance Rendered
70-104	Complainant feels blind people should also receive tax exemption when purchasing a new car	Under Investigation

70-105	Complains legal aid lawyer will not handle her case regarding purchase of property	Resolved
70-106	Personable young man who quit job due to undue threats of firing because of loader accident, wants matter settled and job reinstated	Assistance Rendered
70-107	Lawyer is taking too long to finalize case concerning judgment on her property	Declined
70-108	Complaint against dental clinic; has not received call to have dental work done	Resolved
70-109	Peruvian immigrant cannot find a job	Discontinued (Client)
70-110	Residents having successfully completed long battle concerning establishment of fish plant in their area want governmental financial assistance for legal bills	Unsupported
70-111	Complaint against behaviour of youths on public transit bus after a rock concert	Resolved
70-112	Complaint against housing co-op; he has been advised that he must vacate premises	Assistance Rendered
70-113	Mobile home was in accident while in transit; complains he cannot get insurance settlement	Assistance Rendered
70-114	Alleges he is being treated unfairly by Housing Authority	Assistance Rendered
70-115	Complains about his dismissal from private company	Assistance Rendered
70-116	Controller alleges shop foremen have threatened him with physical violence	Discontinued (Client)
70-117	Alleges her son is suffering ill-health due to poor ventilation in his work place	Assistance Rendered
70-118	Complainant receiving collection letters and legal threats from a company regarding a piece of land	Assistance Rendered
70-119	Feels defrauded through misrepresentation by agent and vendor of her house, who said basement did not flood	Under Investigation

70-120	Husband accused of arson; exonerated by jury trial but complains insurance company will not pay claim	Assistance Rendered
70-121	Terminated from job after working 40 days; feels she should be given a proper reason for the firing	Assistance Rendered
70-122	Complains about reluctance of banks to cash a government cheque if no account with that branch nor one of their credit cards	Discontinued (Client)
70-123	Complainant disagrees with separation certificate which shows reason for termination as "absenteeism"	Unsupported
70-124	Complainant not able to meet monthly payments to a private company; feels she should receive payments already made	Assistance Rendered
70-125	Complains about neighbour's trees blocking sun from her garden	Assistance Rendered
70-126	Complaint against insurance company; feels she is getting "run-around" concerning accident	Assistance Rendered
70-127	Complaint against a private company that closed and opened under a new name so as they would not have to pay union rates	Declined
70-128	Town councillor advises of a lady in her ward who is having landlord problems	Assistance Rendered
70-129	Complains his insurance premium has almost doubled	Assistance Rendered
70-130	Complains she has not received monies awarded from a divorce hearing	Assistance Rendered
70-131	Writer in search of her family's Coat-of-Arms which has been lost	Discontinued (Ombudsman)
70-132	Alleges she received poor service and faulty workmanship on her car's brake job	Assistance Rendered
70-133	Alleges director where they are employed is embezzling funds	Assistance Rendered
70-134	Complaint regarding the action of his bank; doesn't understand why a lien was filed against him	Discontinued (Ombudsman)

70-135	Complainant needs funds to tide him over until he receives first pay cheque	Assistance Rendered
70-136	Feels there is wrong information on his credit file	Discontinued (Client)
70-137	Complainant dropped out of university half way through term but neglected to inform university in writing and now is receiving notice from collection agency to pay balance of tuition	Discontinued (Client)
70-138	Complainant distressed with landlord who served her with eviction notice	Assistance Rendered
70-139	Feels company that prepared income tax forms should be responsible for the unusual error and pay any monies owed	Resolved
70-140	Complains a doctor is discharging her ister from hospital	Discontinued (Ombudsman)
70-141	Complaint against real estate agent; complainant wanted to renege after purchase agreement signed but agent threatened court action	Declined
70-142	Family dispute resulting from father leaving entire estate to younger sister	Assistance Rendered
70-143	Complaint regarding the proximity of a fish plant to her home	Assistance Rendered
70-144	Alleges a finance company took personal possessions from his home	Unsupported
70-145	Feels lawyer is taking far too long to get monies from insurance company's lawyers' trust fund	Assistance Rendered
70-146	Feels he is not receiving adequate service on his new van	Assistance Rendered
70-147	Complains about length of time it is taking to receive monies from an insurance company regarding car accident	Assistance Rendered
70-148	Alleges he is being denied employment because of previous conflict with a personnel officer	Declined
70-149	Feels she is being harassed by a representative of a foreign country	Declined
70-150	Machinist feels he was unjustly dismissed from his job	Declined

70-151	Complainant concerned about amount of alimony he would have to pay and also the actual cost of a divorce; problem with Revenue Canada regarding his alimony payments	Assistance Rendered
70-152	Many medical problems and disputes with doctors	Assistance Rendered
70-153	Complains about harassment by her landlord	Assistance Rendered
70-154	Student quit university; complains university has charged her room and board for weeks she was not in residence	Assistance Rendered
70-155	General questions about divorce and the Marital Properties Act	Assistance Rendered
70-156	Very objective letter regarding future of battered women leaving transition house	Under Investigation
70-157	Judgement against complainant by heating oil company; alleges he paid for oil as he received it	Discontinued (Client)
70-158	Worked eight years for company; was off seven months on Workers' Compensation benefits; complains he was laid off with one month's separation pay	Assistance Rendered
70-159	Complains about sale of his house and taxes owing	Assistance Rendered
70-160	Feels lawyer working on his case is not working in his best interest	Assistance Rendered
70-161	On-going problem of 40 years concerning sexual harassment, spying and persecution; suspects various car-owners intend to harm her, reports license numbers to police with no results	Discontinued (Client)
70-162	Alleges restrictive trade practices by suppliers to his hardware store	Assistance Rendered
70-163	Dissatisfied with handling of damage claim by moving company	Assistance Rendered
70-164	Complains credit bureau is releasing information which is preventing him from getting a credit card	Assistance Rendered

70-165	Tourists complain about food quality and treatment received at restaurant	Assistance Rendered
70-166	Boundary dispute with neighbour	Assistance Rendered
70-167	Wants to know where she can get a course in gourmet cooking, catering, fine wines,etc.	Assistance Rendered
70-168	Numerous complaints against neighbours, co-workers, and people in general	Declined
70-169	Feel they should not have to pay for cable service to be reconnected	Declined
70-170	Single mother with two children complains she is being evicted by landlord; landlord is renovating apartment	Discontinued (Client)
70-171	Complaint regarding insurance policy	Assistance Rendered
70-172	Complaint regarding land transaction that took place in 1975	Discontinued (Ombudsman)
70-173	Accusations of conspiracy and organized crime and assault; continuous abuse in having her confined to mental hospitals	Discontinued (Client)
70-174	Complains he was "cut off" by announcer on "Swap Shop" radio program	Assistance Rendered
70-175	Alleges legal aid lawyer did not spend enough time preparing case to be taken to court	Declined
70-176	Many complaints about his truck, most recent of which was a broken steering tie-rod	Under Investigation
70-177	Complains her first lawyer will not forward her file to a second lawyer because she has not paid her bill	Assistance Rendered
70-178	Complaint regarding the work that was carried out by a surveyor	Discontinued (Ombudsman)
70-179	Feels an employer should be required by law to interview every person who makes application for a job	Discontinued (Client)
70-180	Feels the executive of his association is not representing the wishes of the majority of its members	Assistance Rendered
70-181	Feels she has been an unfortunate victim of the legal profession due to	

	change of lawyers, fees charged	Declined
70-182	Numerous problems with new car	Assistance Rendered
70-183	Alleges his former employer did not return the company's portion of pension benefits to him	Assistance Rendered
70-184	Complains his bank is going to repossess his car due to nonpayment of loan	Resolved
70-185	Complains about his two year old car which has had numerous faults	Assistance Rendered
70-186	Complaint regarding the poor quality of workmanship performed when his home was insulated	Under Investigation
70-187	Alleges legal matter was entered into under duress and therefore should not be binding	Assistance Rendered
70-188	Rink manager complains his arrangements for ice-time, key control, etc. are being interfered with by the mayor	Under Investigation
70-189	Put homestead property up for sale only to find by survey, that house is not on property it should be, and whole title is in doubt	Assistance Rendered
70-190	Feels he is being treated very harshly by individual who is handling his bankruptcy	Assistance Rendered
70-191	Volunteer fireman feels he was misled by department concerning purchase of jackets in lieu of payment for services	Under Investigation
70-192	Lost wallet which was recovered empty; dissatisfied with police handling of complaint	Discontinued (Client)

DEPARTMENT: PROVINCIAL HOSPITALS

Number	Summary of Complaint	Result
74-1	Complains daughter could not get immediate treatment in Emergency Ward until the family doctor called hospital	Assistance Rendered
74-2	Alleges he is being held illegally at the hospital	Assistance Rendered

74-3	Complains his friend did not receive any treatment for four hours after admittance to Emergency Ward of hospital	Assistance Rendered
74-4	Complainant alleges hospital owes his wife a sum of money for overtime	Assistance Rendered
74-5	Alleges hospital will not allow him to write nursing examinations	Discontinued (Client)

DEPARTMENT: PUBLIC UTILITIES, BOARD OF COMMISSIONERS OF

Number	Summary of Complaint	Result
76-1	Complaint regarding decision of Public Utilities Board allowing a salvage yard to be established near his home	Assistance Rendered

DEPARTMENT: PURCHASING AGENCY, NOVA SCOTIA GOVERNMENT

Number	Summary of Complaint	Result
78-1	Alleges unfair contract award; his company submitted lowest tender for marking paint but another company got the contract	Assistance Rendered

DEPARTMENT: SCHOOL BOARDS

Number	Summary of Complaint	Result
82-1	Feels his contract with the school board may be terminated if additional funding is not approved by the Department of Education	Resolved
82-2	Complains her children are not allowed to be bussed to school as she lives on edge of boundary	Discontinued (Ombudsman)
82-3	Complaint regarding decision of school board to close a school within her area	Assistance Rendered

82-4	Lawyer contesting policy of "deemed resignation" at 65 (years of age) on behalf of a client	Discontinued (Client)
82-5	Alleges principal of school has divulged privileged information about complainant's stepson	Declined
82-6	Teacher on probationary contract, thinks she was unlawfully dismissed	Discontinued (Client)
82-7	Complains her brother-in-law was turned down for permanent janitor job	Assistance Rendered
82-8	Retiring principal of high school disagrees with decision of school board regarding appointment of new principal	Discontinued (Client)
82-9	Alleges unfair dismissal from teaching position	Under Investigation
82-10	Feels his children are not receiving a high standard of education from local school; feels school board is responsible for same	Discontinued (Client)
82-11	Alleges "disgraceful abuse of authority" regarding expulsion powers and procedures of school board	Assistance Rendered
82-12	Complains he is refused re-enrollment in school because of poor attendance for past two years	Resolved
82-13	Man in fifties, attending a 2-year rehabilitation course, feels he will be dropped from the course because he doesn't get along well with some of the teachers	Resolved
82-14	Complains school board will no longer provide transportation to school for her youngest son	Assistance Rendered
82-15	Feels her son is not receiving the extra help that is required due to his learning disability	Unsupported
82-16	Feels he is owed pay in lieu of sick leave by his previous employer	Declined
82-17	Complains about treatment of 11 year old daughter by school authorities	Assistance Rendered
82-18	Alleges he was dismissed from job without proper notification	Unsupported

82-19	Feel they were treated unfairly by employee of local school board regarding location of school bus stop	Discontinued (Client)

DEPARTMENT: SOCIAL SERVICES

Number	Summary of Complaint	Result
84-1	Complainant wishes to have his monthly Pharmacare Card reinstated	Assistance Rendered
84-2	Feels Department of Social Services should increase her benefits to cover the increase in her light bill	Assistance Rendered
84-3	Feels he had a "right" to Family Court transcripts relating to custody of his child	Assistance Rendered
84-4	Alleges his rehabilitation worker refuses to release certain documents to him	Assistance Rendered
84-5	Alleges continuing harassment by department regarding rest home	Assistance Rendered
84-6	Friend calling on behalf of battered wife who has good income; complains Department of Social Services wants her to pay board at transition house retroactively	Assistance Rendered
84-7	Complains his annual receipt from Family Court for child support is not in the amount actually deducted during the calendar year (wages are garnished)	Unsupported
84-8	Feels department should not have authority to issue his rent cheque made payable jointly to his landlady and himself	Assistance Rendered
84-9	Complains he is not eligible for benefits as he spent a settlement payment of $75,000 in five years	Unsupported
84-10	Feels he is getting the "run around" from the Rehabilitation Section of the Department of Social Services	Unsupported
84-11	Woman wanting to know department's policy on recovery of over-	

	payments to recipients of social services benefits	Assistance Rendered
84-12	Claims her benefits will be terminated if she quits her part time job	Assistance Rendered
84-13	Feels she is being given the "run around" by the Department of Social Services regarding money that is due her	Resolved
84-14	Complainant advises that an official of the Department of Social Services will not return her calls	Assistance Rendered
84-15	Complainant wants her drug card reinstated	Discontinued (Client)
84-16	Alleges her daughter who lives on Indian Reserve is abusing her children	Assistance Rendered
84-17	Alleges the Department of Social Services will not allow her to complete the adoption of two children	Assistance Rendered
84-18	Nebulous complaints against Department of Social Services	Declined
84-19	Feels his name should not have been placed on the Child Abuse Register	Unsupported
84-20	With two and one half years experience at an institution, supply teacher feels she should be offered teaching position that is now available	Assistance Rendered
84-21	Complaint regarding restrictions on drugs issued him under disability pension	Assistance Rendered
84-22	Complainant owed money from social assistance and is having trouble getting it	Resolved
84-23	Disabled husband advised he owes overpayment of $4,000 +	Assistance Rendered
84-24	Complainant advised his nephew was not approved to receive social assistance benefits	Assistance Rendered
84-25	Feels she cannot live on current amount received for social assistance	Assistance Rendered
84-26	Complaint relating to cost of his mother's care in nursing home	Discontinued (Ombudsman)
84-27	Complaint regarding amount of social assistance she receives	Assistance Rendered

84-28	Feels department should have to pay bus fare to Halifax for periodic doctor visits	Assistance Rendered
84-29	Feels he is being unfairly treated by the Rehabilitation Section of the Department of Social Services	Resolved
84-30	Alleges he was misled by a social worker	Assistance Rendered
84-31	Alleges job she was qualified for was given to recipient of social assistance benefits; alleges Minister put this restriction on the position	Assistance Rendered
84-32	Feels he was unfairly treated by workers of Department of Social Services, Family Court and other courts	Unsupported
84-33	Complainant's son applied for disability pension; if he is refused he may also lose welfare payments	Assistance Rendered
84-34	Complaint against the Department of Social Services not replying to correspondence	Assistance Rendered
84-35	Feels his sister-in-law is not receiving enough money for social assistance benefits	Assistance Rendered
84-36	Complaint relating to the termination of social assistance benefits	Assistance Rendered
84-37	Complainant wanted advice on what to do with her brother who is uneducated and unemployed; she can no longer support him	Assistance Rendered
84-38	Feels his assistance cheque should be paid directly to him and not "in trust"	Assistance Rendered
84-39	Complaint regarding the termination of her social assistance benefits because she is also receiving monies from Moncton Municipal Assistance	Assistance Rendered
84-40	Complainant denied social assistance benefits for reasons unknown to her	Assistance Rendered
84-41	Feels he is not receiving the full amount of social assistance due him	Unsupported
84-42	Caller regrets resigning position at training centre and would like to withdraw resignation	Unsupported

84-43	Complains of treatment accorded her son who is mentally retarded	Under Investigation
84-44	Complains that after he reported to Children's Aid Society his suspicions of landlord abusing children, he was evicted; feels Department of Social Services should give him money to help find a new apartment	Resolved
84-45	Social Services delaying his application for social assistance due to information he gave to the worker concerning his bank acount	Assistance Rendered
84-46	Complainants seeking financial assistance for nursing care in their home rather than going to a private nursing home	Discontinued (Ombudsman)
84-47	Alleges the department misplaced a $1200. retroactive support payment cheque belonging to her	Resolved
84-48	Complainants upset because funds received will not include money to pay for their heat and lights	Assistance Rendered
84-49	Complains all areas of the province do not receive benefits from the Home Life Support Program; her parents are in need of the program but it is not available to them because of the county they reside in	Declined
84-50	Alleges she is not receiving full assistance benefits	Assistance Rendered
84-51	Complainant wants Social Services to assist him in purchasing a mobile home	Assistance Rendered
84-52	Complainant's application for assistance denied because she has assets	Resolved
84-53	Nebulous complaint regarding his move and social assistance benefits	Resolved
84-54	Complaint regarding the reduction in her social assistance due to an overpayment	Assistance Rendered
84-55	Complaint regarding the restrictions put on the use of her drug card	Assistance Rendered
84-56	Feels his father is not receiving the correct amount of social assistance benefits	Assistance Rendered

84-57	Complainant wants to appeal decision made regarding application for Family Benefits	Discontinued (Client)
84-58	Blind diabetic feels he should be eligible for social assistance benefits	Unsupported
84-59	Lawyer questioning application of section of the Family Maintenance Act	Under Investigation
84-60	Feels Old Age Security benefits received by her boarder should not affect his disability pension	Assistance Rendered
84-61	Complaint regarding custody of her child; she wants the Children's Aid Society of New Brunswick to transfer her child to the Children's Aid Society of Nova Scotia	Assistance Rendered
84-62	Alleges brother has been wrongfully suspected of child abuse resulting in Children's Aid Society wrongfully apprehending his child	Discontinued (Client)

DEPARTMENT: TOURISM

Number	Summary of Complaint	Result
86-1	Dissatisfied with services and treatment received from staff at large motel	Assistance Rendered
86-2	Complainant feels her motel met all requirements for the Nova Scotia Travel Guide '85 but was advised it would not appear in this publication	Assistance Rendered

DEPARTMENT: TRANSPORTATION

Number	Summary of Complaint	Result
88-1	Complains that although sections of the Motor Vehicle Act were applied correctly they were not handled fairly	Assistance Rendered
88-2	Alleges a family dispute has led to the unfair termination of his casual employment with Department of Transportation	Unsupported
88-3	Alleges Registry of Motor Vehicles	

	refuses to issue a permit for his vehicle	Resolved
88-4	Alleges road improvement did not take place as approved	Unsupported
88-5	Complainant, who has been charged for failure to pass the breathalyzer, wants assistance to receive a conditional license	Declined
88-6	Complains he has not received his car registration; "They refuse alleging non-payment of 'health tax' "	Resolved
88-7	Alleges highway salt has polluted his well	Unsupported
88-8	Complainant wishes to have Department of Transportation install a culvert for him	Assistance Rendered
88-9	Alleges recent paving of highway in front of his building is causing flooding problems	Resolved
88-10	Alleges he was refused employment because of his hearing impairment	Assistance Rendered
88-11	Complex story about his parents having built a house on a right of way; can't get proper deed or title	Resolved
88-12	Complainants very frustrated in their efforts "to convince the provincial government to bring two and one-half miles of road to a safe standard"	Assistance Rendered
88-13	Complains Department of Transportation refuses to "pipe" an off take ditch that runs through his property	Assistance Rendered
88-14	Complaint against Department of Transportation; building of a bridge caused damage to their house	Discontinued (Ombudsman)
88-15	Complaint against Department of Transportation; blasting caused his well to go dry	Assistance Rendered
88-16	Complaint against Registry of Motor Vehicles regarding certain administrative procedures of the Department of Transportation	Assistance Rendered
88-17	Feels Department of Transportation is responsible for flooding their basement	Assistance Rendered
88-18	Alleges her son's actual date of ob-	

	taining a driver's license was recorded incorrectly	Discontinued (Ombudsman)
88-19	Feels he was treated unfairly with regard to an inter-office transfer	Discontinued (Ombudsman)
88-20	Complains his driving license has been suspended for two years	Assistance Rendered
88-21	Complainant has retainer wall in front of his property which is damaged; complains Department of Transportation denies responsibility to pay for repairs	Unsupported
88-22	Car was splashed by paint used to mark highway; complains Department of Transportation will not pay for repair to car	Discontinued (Client)
88-23	Complaint regarding the lack of maintenance to the road that abutts his property	Under Investigation
88-24	Complainant wants to know if she has to appear in court for unpaid tickets if she pays them before the court date	Assistance Rendered
88-25	Alleges Department of Transportation has taken some of her land without authorization or offer of compensation; complains no response to her protests	Resolved
88-26	Employee complains he has been demoted; feels he was accused, tried, convicted and sentenced without a hearing	Discontinued (Client)
88-27	Disagrees with new seat belt regulation	Assistance Rendered

DEPARTMENT: WORKERS' COMPENSATION BOARD

Number	Summary of Complaint	Result
94-1	Complainant feels he is entitled to benefits from the Workers' Compensation Board	Assistance Rendered
94-2	Requesting a "lump sum" payment from the Workers' Compensation Board	Assistance Rendered
94-3	Complainant has not received a travel-	

	ling cheque to which he feels he is entitled	Resolved
94-4	Complainant, whose husband died thirty years ago, wishes to open her late husband's Workers' Compensation claim	Assistance Rendered
94-5	Request for aid concerning the review of his permanent disability pension benefits by the Board	Assistance Rendered
94-6	Alleges Workers' Compensation Board will not honour her claim	Resolved
94-7	Injured her arm about three years ago - feels unfairly treated by Workers' Compensation Board	Discontinued (Client)
94-8	Feels unjustly treated by Workers' Compensation Board - feels he deserves more than his present disability pension of 20%	Assistance Rendered
94-9	Feels his benefits were terminated without just cause	Unsupported
94-10	Employer objects to having to give his Social Insurance Number on Employer Payroll Statement required by Workers' Compensation Board	Resolved
94-11	Seeking assistance regarding procedure for appealing his termination of benefits from Workers' Compensation	Assistance Rendered
94-12	Feels he should be entitled to additional compensation benefits	Assistance Rendered
94-13	Feels he should qualify for benefits under the Automatic Assumption Section	Assistance Rendered
94-14	Feels he should be entitled to additional compensation benefits	Assistance Rendered
94-15	Feels he is not receiving adequate compensation benefits	Assistance Rendered
94-16	Seeking the number of claims he had with Workers' Compensation and the duration of each of those claims	Assistance Rendered
94-17	Alleges he has had three accidents during the last 10 years, yet gets nothing from Workers' Compensation Board	Assistance Rendered
94-18	Feels his recent operation should be	

	accepted by the Board as being eligible for compensation as it related to a former industrial injury	Resolved
94-19	Alleges Workers' Compensation Board will not honour her claim	Discontinued (Client)
94-20	Disputes recent decision of Board that he be paid only 10% Permanent Partial Disability benefits	Resolved
94-21	Feels he got a "raw deal" from Workers' Compensation Board following 1979 mining accident	Discontinued (Client)
94-22	Workers' Compensation Board of Ontario is refusing him further payments	Assistance Rendered
94-23	Present injury can be attributed to original injury; alleges Board is taking a long time to render decision regarding his claim	Resolved
94-24	Disagrees with decision issued by Workers' Compensation Board regarding 30-day suspension	Resolved
94-25	Complaint against Worker's Compensation Board terminating his claim	Resolved
94-26	Workers' Compensation Board will not accept his claim	Assistance Rendered
94-27	Examination with regard to request for permanent partial disability was refused by Board	Assistance Rendered
94-28	Twelve years ago, after industrial accident, complainant signed release; complainant now wants Workers' Compensation Board to review his case and award him benefits	Declined
94-29	Alleges he is not eligible for Workers' Compensation benefits due to insufficient medical evidence	Assistance Rendered
94-30	Complains about amount of compensation he is receiving	Discontinued (Ombudsman)
94-31	Feels his Workers' Compensation claim should be reopened due to a flare-up of an old injury	Assistance Rendered
94-32	Complainant feels she is entitled to a pension from Workers' Compensation Board because of an injury in the past	

	which paid compensation benefits	Assistance Rendered
94-33	Complaint regarding his eligibility for Workers' Compensation benefits	Discontinued (Ombudsman)
94-34	Upset because he was not informed of construction work to be done on Workers' Compensation Board property next door to his home	Assistance Rendered
94-35	Feels she should receive compensation retroactive to the date of her accident	Assistance Rendered
94-36	Feels he is not receiving adequate benefits from the Workers' Compensation Board	Assistance Rendered
94-37	Feels he is being given the "run around" by compensation board of another province	Assistance Rendered
94-38	Feels he should receive benefits for wear and tear on his clothes due to his knee brace and for a bus pass	Under Investigation

DEPARTMENT: WORKERS' COMPENSATION APPEAL BOARD

Number	Summary of Complaint	Result
96-1	Complainant feels his retroactive period should have started when his benefits were first discontinued	Unsupported
96-2	Feels he did not receive adequate compensation because he is totally disabled	Unsupported
96-3	Complaint regarding the length of time it is taking the Board to render a decision on his case	Assistance Rendered
96-4	Feels he should be eligible for benefits retroactive to 1974	Assistance Rendered

MEMBERS, LEGISLATIVE ASSEMBLY

Number	Summary of Complaint	Result
98-1	Anonymous letter making allegations against former members of the legislative assembly	Unsupported

PART IV
COMPLAINTS BY CATEGORY

Total Number of Complaints for Year Ended December 31, 1984 1087

Formal Complaints 731
Informal Complaints 356

Complaints, including 37 under investigation as of December 31, 1983, were disposed of as follows:

	Formal 1984	Formal 1983	Informal 1984	Total
Resolved	69	2	40	111
Partially Resolved	3	15		18
Assistance Rendered	369	5	207	581
Discontinued (Ombudsman)	41	3	10	54
Discontinued (Client)	83	7	20	110
Declined	60		46	106
Unsupported	71		33	104
Under Investigation	35	5		40
	731	37	356	1124

The figure of 1124 represents more than that number of people, since several of the formal complaints were lodged by deputations to this office. During investigations of formal complaints for which files were opened, there were incoming follow-up calls numbering 1452, and office visits 204. The Investigator made 62 home visits to various parts of the province.

ANNEX

Annex A

Readers' attention is invited to the letter which appears overleaf. It is reproduced in its orginal form because putting it into print seemed to detract from the poignancy of its message. Only names are removed.

The lady who wrote this letter was one of the fortunate. She got an apartment for herself and her children in this metropolitan area, which is difficult enough even for those with ample money and no children. We should never forget that she has a continuously replenished company of less fortunate sisters.

RECEIVED
RECEIVED

Bryony House
Oct 13th 1984

To the [illegible]

Sir, : OFFICE OF THE OMBUDSMAN.

I am 35 years old and the mother of four children. I am presently a resident of Bryony House (in the event that you may be unfamiliar with the name Bryony House is a Transition House, for abused and battered women and their children)
I am here with two of my children ages 8 and 6. I came to Bryony House, because I was being drugged, abused and battered, as were my children. I was forced to be separated from two of my children, because of the shocking circumstances under which I was living.
I am an Epileptic, unable to work, because I suffer severe seizures, that cannot be controlled, as long as I continue to live in the type of high pressure environment that I am presently living under.

My reason for writing to you today, is to bring to your attention, the lack of caring and concern displayed by the general public and by the people in positions, such as yours, for the women and children that find themselves, in these situations of dire need and distress.
We come to Bryony House, only when every other avenue of escape has been closed off to us. We come to beg for help, food and sanctuary, and we find it and we are grateful, for an end to the violence to our bodies and minds and those of our children. But leaving our major crises behind us, we find ourselves faced with another acute, distressing crises. Where do we go from here? Who will help us? Who do we turn to, for help? And that Sir, is what I wish to talk to you about.

As a community of women without husbands, children without fathers, most of us, welfare recipients, we now find ourselves, rejected by the public in general. We are the homeless, in search of homes, homes that are unavailable to us. The shortage of housing, for the people in positions, such as ours, is truly abominable. The lack of caring, even more so.
Six weeks, is the maximum stay, allotted to a family, in Bryony House. Six weeks to cope with the tremendous trauma, of leaving behind, what most of us, took a lifetime to accumulate. Six weeks to find a lawyer, go to court, settle our legal affairs, namely: fight for custody of our children, and maintenance and support of our children (if we can get it). Also to get a peace bond issued, so we can walk the streets, without fear.
And six weeks Sir, in which to find a place to live, in a city where prejudice of race and our unhappy circumstances, runs high and availability of housing is 1%.
Our situation Sir, is not like the man on the street, who is looking for an apartment, to better his lifestyle. We are not looking for luxuries, or even the day to day, conveniences, we may have grown accustomed to, in our every day lives. All we want, all we ask, is a roof over our heads, at a reasonable, affordable price. A place to put ourselves and our children to bed at night, without the fear of abuse.
I have been at Bryony House for four weeks and I am truly despaired, for I have received continuous rejections, because of my low income and/or general extraction.

The residents of Bryony House are not violent people. We are the victims, not the perpetrators of the crimes. We are running from violence, not looking for it. Please do not turn a deaf ear to my plea.

On behalf of the women and the children of Bryony House, I ask you, I beg you, to use your influence, to help the people like myself, trapped in Bryony House, with an approaching deadline, and no place to go. Help us to find accomodation. You, Sir, are in a position to care! Please show us that you do care. And there are many ways that you can do this. Find out for us why 90% of the land lords of Halifax/Dartmouth, will not accept children. Our children are our lives, the future of tomorrow. Stripped bare of all we own, our children are all we have left. With the desperate shortage of housing, we are told again and again "No children"! Through your influence, you can contact the land lords, the people, the public, that would be sympathetic and understanding of our sad, desperate plight.

We need the understanding of the public. We need your understanding and your help, now! Today! We deserve the right to have access to a place to live. Our children deserve this also.

We are a community of people, in this your jurisdiction, who are desperately crying out for your help. If you can help me - if you can help us, please do not hesitate to do so.

Stop for one solitary moment, in your very busy day, and think of us, just around the corner, or on the next block, or down the street, is a house full of women, women and children, in need of help. Your help! Women and children sleeping one and eight to a room, their only belongings, stored in garbage bags, these only possessions, the clothes on their backs and the few items they were able to escape with. Women and children tracking the streets from door to door, in search of an elusive home. Returning at night, depressed, tired, weary, because of the many doors, we now find closed to us. Won't you open just one door?

Think of us, understand us, help us, We know you can, I know you can, I trust you will

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